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ABSTRACT

It is the plan of the National Commission on Libraries and Information Science that the user of information will be the beneficiary of all its work. Thus, in order to gain a better understanding of the user's needs for information, the Commission developed a series of regional hearings. The regional hearings are to: (1) provide an opportunity for people from all sectors of society to place their viewpoints on libraries and information science and service before the Commission, (2) foster an understanding of the role and progress of the work of the Commission, and (3) submit recommendations and plans to early criticism and review by those who will be affected. This document contains the written testimony of Chicago witnesses. (The transcript of the hearing is available as LI 003 944, and other testimony received in the Commission's office is available as LI 003 946.) Hearings scheduled for San Francisco and Atlanta will be held during fiscal 1973. (Pages 82-86 may be illegible.) (Author/NH)

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NATIONAL COMMISSION ON LIBRARIES AND INFORMATION SCIENCE

PUBLIC HEARING

ED 068144

CHICAGO REGIONAL HEARING:

WRITTEN TESTIMONY OF CHICAGO WITNESSES

Courtroom 1743,
Dirksen Federal Building,
Chicago, Illinois
Wednesday, September 27, 1972

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:LI 003 945

National Commission on Libraries and Information Science

1717 K Street, N.W.
Washington, D.C. 20036

ED 068144

NATIONAL COMMISSION ON LIBRARIES AND INFORMATION SCIENCE
SUITE 601 • 1717 K STREET, N.W. • WASHINGTON, D.C. 20036 • TELEPHONE (202) 382-6595

FREDERICK H. BURKHARDT
Chairman

CHARLES H. STEVENS
Executive Director

Written Testimony of Chicago Witnesses

LI 003 945

Andrew A. Aines • William O. Baker • Joseph Becker • Harold C. Crotty • Carlos A. Cuadra • Leslie W. Dunlap
Martin Goland • John G. Kemeny • Louis A. Lerner • Bessie Boehm Moore • L. Quincy Mumford • Catherine D. Scott
John E. Velde, Jr. • Alfred R. Zipf

NATIONAL COMMISSION ON LIBRARIES AND INFORMATION SCIENCE

Schedule of Hearings

27 September 1972

Dirksen Federal Building
219 South Dearborn Street
Courtroom 1743
Chicago, Illinois

8:00 a.m. - Gerald M. Born
Executive Secretary
Public Library Association
American Library Assoc.
Chicago, Illinois

8:15 - Alphonse F. Trezza
Director
Illinois State Library
Office of the Secretary of State
Springfield, Illinois

8:30 - OPEN

8:45 - Ervin J. Gaines, Director
Minneapolis Public Library
Minneapolis, Minnesota

9:00 - OPEN

9:15 - Ms. Rose Vainstein
Professor of Library Science
School of Library Science
The University of Michigan
Ann Arbor, Michigan

9:30 - Ms. Genevieve M. Casey
Associate Professor
Department of Library Science
Wayne State University
Detroit, Michigan

9:45 - Bernard M. Fry, Dean
Graduate Library School
Indiana University
Bloomington, Indiana

10:00 - David R. Smith, President
Minnesota Library Association
Hennepin County
Minneapolis, Minnesota

10:15 - OPEN

10:30 a.m. - Joseph F. Shubert
State Librarian & Chairman
ALA Legislation Committee
State Library of Ohio
Columbus, Ohio

10:45 - Robert Wedgeworth
Executive Director
American Library Association
Chicago, Illinois

11:00 - Dr. Estelle Brodman, Librarian
School of Medicine
Washington University
St. Louis, Missouri

11:15 - Laurence W. Towner
Director and Librarian
The Newberry Library
Chicago, Illinois

11:30-1:30 - PUBLIC TESTIMONY

1:30 - Donald C. Earnshaw
Library Trustee
Mid-Continent Library System
Lee's Summit, Missouri

1:45 - Ms. Barbara L. Hughes
President
Minnesota Lib. Trustee Assoc.
Fridley, Minnesota

2:00 - Ms. Raymond A. Young
Am. Library Trustee Assoc.
American Library Association
Columbia, Missouri

2:15 - William A. Horner, President
SW Iowa Learning Res. Center
Red Oak, Iowa

2:30 - OPEN

2:45 p.m. - Ms. Elinor Yungmeyer
Coordinator
Instructional Media
Oak Park Elementary Schools
Oak Park, Illinois

3:00 - Ms. Ruth W. Tarbox
Executive Secretary
Children's Services Division
American Library Association
Chicago, Illinois

3:15 - Thomas M. Brown
Head Librarian
New Trier High School West
Northfield, Illinois

3:30 - Joseph M. Dagnese, Director
Libraries and Audio-Visual Ctr.
Purdue University
West Lafayette, Indiana

3:45 - OPEN

4:00 - Frederick H. Wagman, Director
University Library
University of Michigan
Ann Arbor, Michigan

4:15 - Gordon Williams, Director
Center for Research Libraries
Chicago, Illinois

4:30 - Frederick H. Jackson, Director
The Committee on Institutional Coop.
Evanston, Illinois

4:45 - Don S. Culbertson
Executive Secretary
Information Science and Auto. Div.
American Library Association
Chicago, Illinois

5:00 - Irene S. Farkas-Conn, Systems Librarian
Chicago State University
Chicago, Illinois

5:15 - Frederick G. Kilgour, Director
Ohio College Library Center
Columbus, Ohio

5:30 p.m. - John W. Murdock, Manager
Information Systems
Battelle Columbus Lab.
Columbus, Ohio

PUBLIC LIBRARY ASSOCIATION
A DIVISION OF THE
AMERICAN LIBRARY ASSOCIATION
50 EAST HURON STREET · CHICAGO, ILLINOIS 60611 · (312) 944-6780

August 24, 1972

Dr. Frederick H. Burkhardt, Chairman
National Commission on Libraries and Information Science
Suite 601
1717 "K" Street, NW
Washington, DC 20036

Dear Dr. Burkhardt:

Thank you for the opportunity of presenting testimony for consideration by the National Commission on Libraries and Information Science, as it prepares to set its priorities for action.

The public library is one of the least visible of public agencies providing community service. Very few other public agencies reach into as many communities, or have a service and self educational tradition comparable to the public library. It is one of the least understood and least utilized agencies in government. Yet it has one of the greatest potentials for providing library and informational services to society. Some 10,000 public libraries exist in the United States, and of these approximately 250 serve standard metropolitan areas with 100,000 population and over.

To meet the challenge of the next 25 years public libraries will undergo a period of rapid and unrelenting change necessitated by the changes taking place in society and the environment. These changes will be dictated by economic, social, cultural, and technological factors currently on the scene and will occur at different times and in different degrees across the nation.

As in any era of change, institutions will face grave problems. The following is a list of the major problem areas that are apparent from my perspective:

1. The plight of urban libraries. Nowhere is the impact of change going to be greater. Already the declining tax base has left many libraries unable to cope with operational expenses let alone providing new services and programs aimed at the urban poor. The developments taking place at the urban level will have a profound effect on all public libraries. Much experimentation has taken place in taking the library to the people, but without adequate staff and support little progress can be hoped for. It has been estimated that one quarter of our annual population growth comes from immigration, primarily from the Orient and Southern Europe. It is expected that this trend will continue. Most of this group will gravitate to the cities. Few urban libraries are organized to handle such developments.

2. In order to be relevant in a world in transition we must have librarians who can respond to the changes, who are flexible, oriented to problem solving, good managers, and who know public relation techniques well enough to sell the institution to the people who provide the support. We will look to the library schools to produce librarians who know how:

(a) to analyze the library and information needs of each community;
(b) to set goals and develop plans with, not only for the users;
(c) to utilize information technology;
(d) to relate sympathetically to urban social problems;
(e) to manage libraries organized on a scale hitherto unheard of;
(f) to evaluate the performance of their institutions and constantly up-date the goals;
(g) to implement without delay;
(h) to change and help others to change;
(i) to cope with an overabundance of information.

3. Because of the increased reliance on technology and the development of a highly sophisticated society which will run on information, the public library will need to increase its resources and the people who service them by great amounts. It has been estimated that it would take 5 billion dollars nationwide just to bring the resource strength of the country up to the point suggested by standards that are 10 years old. Such massive amounts of money are not available locally. The recent study done by the Public Library Association, Strategy for Public Library Change, found that finances are the number one deterrent to adequate library services. Therefore, federal and state aid must be increased dramatically in order to meet the need.

4. In conjunction with a need for greater support, public libraries need to formulate a new basis on which to measure the contribution of the public library to society. A first step has been taken by the Public Library Association with a project funded by USOE which identifies, evaluates and constructs a system for testing the effectiveness of the library. Due to changes in USOE policy the implementing phase may not be funded; if so, this would set back the effort a great deal.

5. Along with an effective way of measuring libraries, there is a need for a new kind of standards for libraries operating in an age of change. Every public library is not a carbon copy of every other public library. Different levels of development exist. Urban libraries serve a much different clientele than suburban libraries, and rural libraries differ from both urban and suburban libraries. Each library will have to set its own goals based on its own community needs. It may have to buy different materials. Comic books may be needed for the urban poor, while more traditional types of materials may better serve the suburbs.

6. Out of the lack of finances has come a need to cooperate and coordinate. Networking techniques must be learned to hook up all types of libraries and informational agencies to avoid duplication and provide access to materials not generally available. More and more libraries need to adapt to a communication centered culture, and to employ all different types of the new communications, especially in cooperation with other libraries and other agencies.

7. There is a need for high level coordination on a national level of public library development. With so much activity and so many groups involved in research and experimentation, it is obvious that more time and energy must be devoted to the important task of:

(a) analyzing the institution in broad national terms;
(b) identifing trends;
(c) isolating programs of interest to the profession;
(d) disseminating information on public libraries;
(e) coordinating research, arranging for prototypes and experimentation;
(f) testing theories in practical situations;
(g) doing liaison work for library schools;
(h) gathering meaningful statistics.

One of the greatest disappointments I have encountered is the realization that all of the needed coordination cannot be accomplished with volunteer help and part time staff work at ALA. A full time staff is needed to provide the needed leadership.

8. One of the greatest stumbling blocks that faces the profession is the lack of clear definition of library terms. It has been 30 years since the ALA Glossary of Library Terms was published, and even Library Statistics: A Handbook of Concepts, Definitions and Technology does not contain non-print material. Indeed there is not even a definition of what a public library is. The profession has struggled for many years, but has not produced a clear definition. In many states public libraries are neither fish nor foul. They have no legal standing as educational institutions, which severely hampers the progress of libraries.

9. Finally there is a need for the public library to assume a cultural role quite different than anything it has yet known. In an age of instant communication, noise, and an overburden of materials, it must provide breathing space for the spirit. Reflection, meditation, and an inward glance are needed qualities, which the public library can supply. In addition to fostering an appreciation for its roots in America it must provide room for the different ethnic groups and the cultures they represent, and it must provide an ordered atmosphere in which the new society can reflect on all that is happening. Only the public library can provide an alternative to the mass education endeavors of our schools and universities. Children as well as adults must have access to materials that offer them a choice.

10. There is a need to have the library open during the hours when the public can make the best use of it. This one factor would probably improve its image more than anything.

For any one desiring a closer look at the milieu in which the public library exists, I would suggest three works as required reading:

(a) A Response to Change: American Library in the Seventies, by Virginia H. Mathews and Dan Lacy (Report No. 1 of the Indiana Library Studies).
(b) Libraries at Large, edited by Douglas M. Knight and E. S. Nourse.
(c) A Strategy for Public Library Change, coordinated by Allie Beth Martin.

Sincerely yours,

Gerald M. Born

Gerald M. Born
Executive Secretary
Public Library Association

GMB/vw

AMERICAN ASSOCIATION OF STATE LIBRARIES
A DIVISION OF THE
AMERICAN LIBRARY ASSOCIATION
50 EAST HURON STREET · CHICAGO, ILLINOIS 60611 · (312) 944-6780

September 21, 1972

Mr. Frederick H. Burkhardt
Chairman
National Commission on Libraries
and Information Science
Suite 601
1717 "K" Street, NW
Washington, DC 20036

Dear Mr. Burkhardt:

Thank you for the opportunity of submitting testimony relating to state library agencies as the National Commission on Libraries and Information Science goes about the task of setting its priorities for action.

The problems faced by state library agencies are not as clear cut as those in other types of libraries due to the great diversity that exists in function and organizational patterns in the various states. In a recent survey (see attachment) the Association of State Library Agencies found that only two functions were held in common by all of the state library agencies, viz., the extension of services to public libraries, and the administering of federal LSCA funds. Often the other functions are divided among two or more agencies. Generalizations, therefore, are difficult.

The state library agency is a slumbering giant among libraries with the potential of bringing order to library services of the states through coordination and positive leadership.

Several things hamper the state library agency in assuming this role.

(a) The lack of adequate funding. Over the years a long tradition of underpaid and overworked staff has diverted many of the most able to other types of libraries.

(b) The political framework in which they operate. Political appointments have often meant that professional and supportive staff was not capable of meeting the challange of a sophisticated and demanding program. Too often the state agency has become a political football.

(c) An orientation to the public library. This well intentioned emphasis has often excluded state library agencies from involvement with all types of libraries in the state.

(d) The lack of a clear cut political base of support. Since the state library agency, in most cases, is an intermediary and does not offer services directly to its patrons, rather through another library or another agency, it is almost invisable and gets lost in a governmental maze and has a difficult time in identifying a public which can speak for and defend it.

(e) An attitude of apathy. Change at the state level requires gigantic outlays of time, energy, and endless hassels, with little recognition for the struggle. It is not surprising that so few major changes have taken place.

Coupled with the problems of the state agency are those faced by the libraries it serves and which in turn adds to its problems:

(a) Chief among these is the lack of information about the library and informational needs of the people and institutions it serves. Broad based user surveys identifying the library and informational needs of the states are needed. The relationship of the existing instit-tions and possible alternatives as relating to the resources, the cultural developments, the business and industerial community must be clearly set forth. Only then can goals be formulated.

(b) The tax base problem. As competition for the dollar increases it is becoming clear that traditional taxes are no longer going to be sufficient to finance the anticipated library and informational needs at the local level among all types of libraries. New sources of funding are needed.

(c) The uncertainty of changing jurisdictions and the consolidations taking place. As a result of the multiplication of political jurisdiction following the rush to the suburbs and budgetary strengencies, more and more pressure is being placed on overlapping functions to merge. It is very difficult to plan when everything is in a state of flux. New approaches and new methodologies are needed to cope with change.

(d) The unreached. There is no clear concensus whether the priorities of library and information services is the responsibility of the state or local governments. The solution to the problem continues to haunt people at all levels of government.

State library agencies need to develop strategies that will move them into the position of natural leadership they should assume. Elements of such a program would be:

(a) Increase informational services to state government and other state agencies.

(b) Develop closer relationships with urban public, college, and university libraries.

(c) Encourage the involvement of industry and other significant elements of society in future planning.

(d) Foster broad based user surveys to analyze the society the agency serves and the best methods of relating to it.

(e) Institute programs that coordinate all types of libraries.

(f) Develop programs of continuing education for state library agency staffs, their trustees and the profession as a whole, especially in cooperation with library schools and the librarians themselves.

(g) Develop statewide networks of information and resources.

While most of the effort is needed at the state level, other problems which have great bearings on the state library agency will have to be attacked on an interstate or national level in order to find a solution. Standardization of the hardware involved in information storage and transmission is the most pressing. In order to succeed many of the informational systems will have to cross state lines. Only where the hardware is standardized will efficient systems be possible.

The ramifications of the new copyright legislation will touch all types of libraries and in the interest of education a critical evaluation of what is happening must be made and steps taken to see that the flow of information is not impaired.

Sincerely yours,

Gerald M. Born
Executive Secretary
Association of State Library Agencies

GMB:lb
Enclosure (from the Book-of-the-States, 1971-72) article on libraries.

cc: Jim Hunt, Ernest Doerschuk, David Hoffman
Nettie Taylor, John Humphry, Brooke Sheldon

TESTIMONY TO THE NATIONAL COMMISSION ON LIBRARIES AND INFORMATION SCIENCE

Public Law 91-345 the Act which created the National Commission on Library and Information Science states that "Congress hereby affirms that library and information services adequate to meet the needs of the people of the United States are essential to achieve national goals and to utilize most effectively the Nation's educational resources and that the Federal Government will cooperate with State and local government and public and private agencies in assuring optimum provision of such service". Almost every word in that statement of policy is important in that it not only declares that library and information services are essential to national goals as a matter of national policy, it states the need to effectively use our resources and requires the Federal Government to cooperate with state and local government in assuring such services. If there is to be even a remote chance of meeting this national policy then the role of the state library agency must be clearly defined and aggressively pursued. It is, of course, easy to proclaim goals and develop high sounding phrases. We can order extensive research in the problems that have been studied and restudied, hashed and rehashed for decades. What is needed today is more action and less talk, more implementation and less research.

Librarians have traditionally been given credit for cooperating and working together. Compared to other educational agencies, librarians and libraries have done rather well in areas of cooperation but that is really saying little in terms of real accomplishments. Most educators including librarians piously express their "full support" to cooperate. What they

really mean, however, is what can I or my library gain by cooperation. It seems to me that our first goal should be to somehow educate librarians, library trustees, administrators and friends of libraries to fully understand and believe in what I choose to call "unselfish cooperation". Let us go back to the principle of doing for others rather than doing for ourselves. Let us agree to cooperate to help the other library and the other person rather than to plan for the gains for our own clientele and our own particular libraries. Cooperation is never equal and in most cases its benefits to at least some are only realizable in the long run. This is especially true of the "have" libraries. The "have nots" generally gain some benefit almost immediately. But in the long run even the "haves" will benefit immeasurably. All of the resources that any library has accumulated is the result in some direct or indirect way of the support of every citizen in the country. We should stop thinking in terms of our "primary clientele" and think in terms of our clientele as being all citizens. Obviously priorities must be set in order to achieve the goal of services adequate to meet the needs of all people.

If we are to achieve a national system of library and information services that will meet the needs of people then the role of agencies at various governmental levels must be clear. An effective national system of libraries can only become a reality if there is a partnership of national, state and local governmental concern and support. The three national libraries (Library of Congress, National Agricultural and National Medical) have fairly well defined goals and are doing an increasingly better job of supporting the nations libraries by offering many services both basic and supplementary.

In many ways the Library of Congress is both the most and least effective. It can never truly fill its rightful role as our national library until Congress is willing to make that most important decision designating the Library of Congress as our national library. This is an action that is long overdue. Needless duplication and waste of funds cannot be even slowed unless L.C.'s role is clearly defined. MARC, cooperative cataloging, serials and the like still lack cohesiveness, unity and intelligent long range planning because the basic issue of L.C.'s national role remains unresolved. One major goal of the national commission should be to make every effort possible to settle this issue regardless of how controversial and difficult.

At the opposite end of the continuum the local public, school, academic and special libraries are generally doing a very inadequate job. Somehow we must close the gap between even minimum standards and the reality of the present generally inadequate and ineffective service. A viable system of libraries must include libraries at the local, state, regional and national levels that are adequate in staff, resources and facilities if they are to become effective nodes in a nationwide network. In my view one of the most basic coordinating units, which must be at the center of a national network, is the state library agency. This agency has the opportunity to coordinate total library services in its own state, and can more easily enter into regional and national agreements for large groups of libraries. At each level-- local, state, regional--the libraries must be strong enough to meet their own basic needs if they are to be strong supporting participants and contributing members of a national network and not become parasites. The state agency in my view

is the key level if we are to really make some gains in a national system. To do so, however, the state agency must be willing to exercise a responsible and positive leadership role. It cannot be a follower, it must be a strong and articulate leader. It must convince, cajole, coordinate and sometimes insist that all of the libraries in the state really and truly work together in an honest cooperative effort without selfish motivation. This, of course, is not easy inasmuch as in most states the legal authority for the public, school and academic libraries resides in separate agencies. However, I am not convinced that the situation is any better in those states where all three responsibilities are under a single agency. In both arrangements the jealousy with which the different types of libraries guard their perogatives and resources is almost unbelievable. Their foremost concern is what they consider to be their primary clientele. They forget that this very attitude in the long run really works to the disservice of their primary clientele. It is, of course, easy to indicate what seems to be the true attitude towards cooperation but that does not solve the problem. I frankly think the solution is not impossible or even extremely difficult. What is required is first of all a commitment to unselfish cooperation. Secondly, funding at state and national level sufficient to cause the kind of changes both legal and operational that will make cooperation work. In Illinois, for example, our Network of Public Library Systems works because there are state funds that make it possible. Use of exclusively state funding encourages local libraries to participate in a cooperative public library system. Not every member library, of course, fully cooperates or is completely happy but on the whole

our seven year experience is a most encouraging and positive one. The big bug-a-boo is fear of loss of local autonomy. Any library or person that agrees to enter into a cooperative arrangement for library service must recognize from the outset that what is involved is the loss of some local autonomy. Basic local autonomy remains--this includes control and responsibility for budgeting, personnel, collection development, etc. However, the minute you have two persons or two institutions joining together in a voluntary cooperative arrangement some sacrifice on the part of each is automatic and some loss of autonomy occurs. The acceptance of this fact to me is the second important principle, the first being to accept the concept of unselfish cooperation. The fear of loss of local autonomy by public libraries in a statewide system is sometimes very great. This same fear in the mind of academic, school and special libraries is even greater. The attitude of many academic libraries is so defensive as to almost make their participation in a cooperative impossible. The one element that goes a long way towards making the acceptance of the loss of some autonomy possible is, of course, outside funding. Although people must somehow become commited to unselfish cooperation and must accept the fact that there is obviously some loss of local autonomy, they must also come to believe that there will be adequate outside funding to make both the short and long range benefits of cooperation become a reality in a reasonable time. The commitment of local funds to help support the cooperative is a long range hope and goal in a funding concept of local-state-federal support. In working towards this goal the state library agency in my view must develop

a single statewide cooperative system which encompasses all types of libraries based on voluntary membership but with a frank recognition and acceptance of the two principles stated above. The state agencies with the support and leadership of the profession and all the libraries in the state must successfully achieve the state funding levels necessary to make real cooperation viable. The responsibility placed on a state agency is, of course, a great one and requires that they first of all have a strong staff, a good collection and a more than adequate operating budget. The state agency must provide leadership in long range planning and continuing evaluation. This requires involvement by a broad and representative group of librarians, library trustees and other citizens who can participate in a full and frank way through a variety of organizational devices in a reasonable, workable and effective partnership. Participation by as many that wish to be part of the decision making process should be encouraged. The state library agency must have the courage to make decisions, no matter how unpopular, after reasonable discussions, debate and participation by this wide spectrum of persons. It is too easy to put off making decisions because they are difficult or because they do not please everyone or do not have unanimous endorsement. With the best planning in the world and with reasonably full democratic planning in developing programs, it is impossible to either satisfy everyone or to involve everyone. Leadership requires the willingness to not only provide ideas, involve many, make decisions, but to admit to failures when that is the case.

The role of the library association, and in the case of public libraries--

trustees, is obviously an important and essential one. Librarians and trustees must become better educated in their awareness of library problems and library cooperation before they can be effective in helping provide solutions. They must be willing to give the time necessary to worry through possible resolutions of especially difficult problems. They too must be willing to provide responsible leadership in their roles in the developing of a statewide cooperative program. If state agencies (with the help and support of these various participants) can successfully bring about viable and strong cooperative programs on a state level, then the next step towards regional and national levels becomes much easier.

The National Commission has asked me to also express my view on the role of the state agency in statistics and research. Most state agencies, of course, have legal requirements specifying their responsibility for the collection of library statistics, on a statewide basis. In some states this may be limited to public libraries and in others it may include all types of libraries. For a number of years the American Library Association and the National Center for Educational Statistics of the Office of Education have been working together to develop an effective and valid program of collecting library statistics for all types of libraries on a national basis. As a matter of policy the National Center has determined that the collection of library statistics should be done by the use of a library general information survey (LIBGIS) which would include core questions applicable to all types of libraries. This would serve as the base for collecting national statistics. It would be supported by the development of a series of model forms for the

different types of libraries. The core statistics would be gathered annually and the information on different types of libraries through the model forms would be on either a two or three year basis. By this method of standardization it would be possible to develop a comparable data base for national library statistics. The information would have validity because the questionnaires include definitions of the various statistical terms that have been adopted both nationally and internationally. Thus the collection of a high level of comparable data is possible. However, implementing such a national program is complex. Each state has its own requirements, with strengths or weaknesses in its staff expertise in statistics. The National Center's goal is to try to get each state to designate a single state agency to assume the responsibility for collecting the library statistics in their state using the national forms.

Because of my personal involvement in library statistics since 1961, and my present responsibility as Chairman of the American Library Association's Statistics Coordinating Committee, the National Center negotiated a contract with the Illinois State Library. The project is designed to develop and test the core and model forms mentioned above with the goal of finalizing the official forms to be used in gathering library statistics in 1974. The role of all state library agencies in this statistics program is one of coordination, collection and editing of library statistics in a national network. The National Center both on its own and in working with the Illinois State Library on the project is also trying to identify those states which are willing to participate in a national pilot program of library statistics. I strongly

feel that the state library agency is the natural focus for this purpose. I think the whole question of library statistics is one of the most important ones facing the profession. Constant insistence on accountability and new measures of service by legislators and other government officials makes it essential for the profession to resolve this seemingly impossible problem. The first step is not to devise new statistical measures but to at least make sure the present methods however inadequate are at least valid and meaningful in their limited context. The development of new statistical measures is, of course, important and there is some research currently underway.

I cannot at this hearing deal with this subject in the detail necessary but along with the National Center for Educational Statistics we will make available the results of our project. The National Commission's role in this area, it seems to me, is one of strongly supporting adequate funding for the National Center for Educational Statistics so that it can properly fill its role. Federal funds should be made available through the National Center to state agencies so they can undertake their very important role in any national system for the collection of library statistics.

The role of the state library agency in research is less a national role than it is a statewide role. Librarians must become more aware of the need for research in trying to deal with many of our problems. In Illinois, for example, almost ten years ago the Illinois State Library entered into a cooperative arrangement with the University of Illinois and set up a library research center. This partnership has been most effective in producing research studies which have been useful not only in Illinois but for libraries

nationally. However, our experience indicates that not only do we need to undertake research but we need to train librarians to interpret research and learn research techniques. This also ties in very closely to developing in librarians the ability to do planning and evaluation. In Illinois we are planning to provide through the library research center at the University of Illinois the kind of training necessary to teach librarians at various levels to do planning and evaluation. We will continue to have the center undertake research that we feel is necessary for our statewide planning. Like other state agencies, however, we must not only utilize library oriented research agencies but also major research agencies throughout the country. However, in closing my comments on research let me emphasize one point. I think sometimes we use research as an excuse for inaction. Most librarians claim that library research should be one of our highest priorities. Unfortunately, most of the library research that has been done rests on shelves unread and with its recommendations ignored.

Mr. Alphonse F. Trezza
Director
Illinois State Library
Office of the Secretary of State
Springfield, Illinois 62756

Minneapolis Public Library / 300 Nicollet Mall / Minneapolis, Minn. 55401 / Telephone 372-6500 / Ervin J. Gaines, Director

July 31, 1972

Dr. Frederick H. Burkhardt, Chairman
National Commission on Libraries & Information Science
1717 K Street, N.W., Suite 601
Washington, D. C. 20036

Dear Dr. Burkhardt:

Let me say at the outset that I would welcome the opportunity to appear before the National Commission on Libraries and Information Science when it convenes in Chicago on September 27, 1972. The Minneapolis Public Library is the largest such institution west of Chicago and north of St. Louis, and potentially is the key public library service point for one of the largest geographical areas of the United States.

To respond specifically to your inquiry of July 21, I have set down the following observations, many of which are not original, but which will serve to reinforce convictions already arrived at by the Commission. I hope beyond that, I have some opinions which may be useful in stimulating further lines of inquiry. In all cases my comments are predicated on the needs, problems and opportunities of urban libraries. My omission of any comments about suburban or rural libraries implies nothing more than that I believe there are more able spokesmen for their concerns.

Finances - Urban libraries are under-financed, and the eroding property tax base which is the most commonly used revenue source for public libraries is insufficient to maintain them at levels of excellence society requires. The Minneapolis tax base has scarcely changed in the 8 years of my tenure, and the problem of maintaining good library service in such circumstances grows increasingly difficult. Coupled with this is the growing use of the library by nonresidents who perceive its value without a corresponding commitment to support it.

The National Commission can be of signal assistance in highlighting this problem by seeking support within the Executive Branch of the Federal Government for direct aid to urban libraries in harmony with the proposals of the Urban Library Trustees Council and of the American Library Association.

In the spirit of Resulution III adopted by the Commission at its meeting of February 17 and 18, 1972 in Washington, D. C., the Commission could usefully expand its concept of equalization of library tax support by pointing out that while school systems can be made roughly equal to each other for the purposes of formal education, libraries can not.

Libraries are by their very nature unequal in their resources and in their potentials for service. Equalization of tax support, while desirable in achieving minimal standards of library service, will not in and of itself, achieve the purposes we have in mind. Large libraries are the back-up for outlying institutions and, hence, the clients of those institutions. To the degree that urban libraries enrich the informational and cultural ambience of a wide area, they require additional support to compensate for their greater efforts and capabilities, which necessarily entail higher unit costs of operation.

To provide this compensatory balance which is not available at the local level, the intervention of state and federal resources is required. As I pointed out in the opening paragraph of this letter, the Minneapolis Library could be a resource operating beyond even its state borders, into North and South Dakota, Iowa and western Wisconsin. This it clearly cannot do without revenues not now accessible to it.

Recognition of this problem has already been granted with respect to the New York Public Library, but the phenomenon of overused central libraries by non-taxpaying clients is repeated in varying degrees of intensity all over the United States.

Service Programs - The urban library is afflicted with problems related to the poverty of the citizens who are its immediate responsibility. The vast deprivations in the larger and older cities of the East and Midwest--New York, Philadelphia, Chicago, Detroit, Cleveland--need no reiteration here. This service problem is not acute in Minneapolis, but even so, we feel to some degree the lack of resources to mount a vigorous informational program so much needed by less fortunate people locked into the inner cities. Programs to aid minorities and the poor are weak, where they exist at all, and they mostly are pledges of good intent rather than viable instruments for social improvement.

Give-away programs are needed with books and documents regarded as expendable items, not as property to be loaned and retrieved. Something analogous to the Armed Forces book program of World War II is much needed. Information counsellors should be assigned in deprived areas, not as substitutes for social workers, but in addition to them.

The traditional programs of the Minneapolis library, at least, work about as well as can be expected. What our city experiences is its inability to innovate and fortify these programs to overcompensate the mental erosion that accompanies economic and social deprivation.

Service programs, however, should not be concentrated on deprived clients to the exclusion of others. To do so would negate the broad purposes of the library which must serve the entire spectrum of society especially that part which has by a process of self selection identified itself as library oriented. The emphasis on the deprived has led to the kind of analysis which suggests that there is an inherent snobbery in catering to library elites. Not so. Any institution must pay close attention to the requirements of those most capable of using its services. A gymnasium is not well employed if it does not cater primarily to the athletically gifted. Democratic institutions cannot spurn the most able citizens in some mistaken pursuit of equality at the lowest levels.

Hence, a public library is bifurcated. It must try to establish a fundamental level of good service for the deprived and at the same time meet the requirements of its self-confident and demanding clients.

Information requirements are in some ways limitless. The most sophisticated and recondite materials must be acquired to meet specialized demands.

The public library has turned an indifferent eye to the requirements of the economic and commercial demands of its community, with the result that community elites who could channel financial resources to the library have elected not to do so because they have not perceived that the public library has value except as a palliative for social ills when in reality it is a fundamental resource for building a vigorous society. The library is perceived as an amenity rather than as a necessity. Librarians are themselves at fault for permitting this attitude to proliferate.

Special libraries have sprung up in all our cities precisely because the public library has persistently fallen short in providing for the specialized requirements of business and industry. The trade book of transient value has always been preferred to the specialized document. The tendency is to produce a flaccid intellectual menu which is filling but not necessarily nourishing. In some ways the public library has exhibited the symptoms of the mass media--a persistent repetition of superficialities to the neglect of the more intellectually demanding materials.

Finally, the library must pass from its traditional passive role to become an active generator of information culled from its resources and packaged for effective use by a large array of specialized clients.

Collection Development - There should be a regional development of library resources. The concentration of massive collections in a few major libraries is inappropriate for the late 20th century. There should be now developed a national policy to assign responsibility for collection building of massive proportions in 15 or 20 centers dispersed throughout the nation. Collection building for the entire populace should no longer be left to chance or whim. Where weaknesses show in the public collections of important cities, there should be developed a national instrumentality for upgrading such key collections. We do not do well to permit the decline of resources in such crucially important cities as Chicago and Los Angeles. Local initiatives, while important, ought not to determine the future of library collection development, lest we find the resources separated from the people who need them. The manipulation of funds to redress obvious imbalances is socially desirable.

If this is too radical, then, at the very least, standards can be established which will suggest appropriate rates of accumulation to produce the richness and diversity required to serve the larger social demands of our nation.

Conclusion - It has not seemed important to me to mention administrative problems of libraries. These are routine matters of no national significance. The crucial issues are finance, the harmony of resources with population density and the equalization of resources geographically.

I have assumed that there will be a continual growth of library systems and distribution links, for without the ability to disperse information from central nodes to the point of demand, we will still be operating on 19th century principles which assumed that information stood still and people moved toward it. The reverse is now true. The information can be made to move to the patron. This development should be encouraged by the fostering of all appropriate technology: computers, communications transmission and reprography. It is the intellectual and the economic solutions that are most important.

Respectfully submitted,

Ervin J. Gaines
Director

EJG:F
Enc.

Statement to the NATIONAL COMMISSION ON LIBRARIES AND INFORMATION SCIENCE by Rose Vainstein, Professor of Library Science, The University of Michigan, Ann Arbor Michigan, 48104

I am most appreciative of the opportunity to present my views on library problems, and priorities - especially those pertaining to 1) public libraries, and 2) professional library education. Although I wish to speak only to two particular areas of library concern (the changing role of public libraries, and the changing needs in professional and continuing education), I would like to stress from the outset that these concerns stem not from self-serving needs of librarians, but rather from the needs of society -- at least as seen by a public library practitioner of some thirty years of experience, and now a practitioner turned full-time educator in one of the country's fifty-two accredited graduate library science programs.

The Changing Role of Public Libraries

Today, all public agencies are reassessing their roles, programs, priorities, and service needs. At no time in our nation's history have societal changes come about so quickly, or with such impact. This is true whether considered on the local or state or national level. Caught up in this national reassessment are the over 7,500 public libraries of the United States. They too are attempting to determine effective and appropriate roles to meet the diverse yet unique library needs of their particular communities and constituencies.

Patterns of organization, collections of materials, and programs of library service, heretofore considered "successful" or even "exemplary", are now being criticized as being bureaucratic, irrelevant, and even counter-productive. Oddly

enough, some of the most vocal and persistent critics of today's public library are those who are or were actual users of the institution. They sense, often know from their own experience, how well public libraries can deliver or relate, assuming effective direction, community commitment and financial support. Non-users may not really know what they are missing; library delivery systems have been too slow, too late, too little, too invisible. A great personal deprivation has been experienced by those who have been programmed by years of low or nil expectations from their local public library. The system, if used at all, has been wanting and non-responsive to well over fifty percent of the public, and in all age groups.

Some of the public library's difficulty stems from inadequate funding. I find it a strange anomaly that a nation which prides itself on the concept of universal public education, at least through nigh school, a nation which can spend an average of some $700 per child per annum in the public schools, cannot somehow manage an average of even $10.00 per capita per annum for the local support of nation's public libraries to enhance or continue that lifelong education which takes place after high school graduation. If current trends continue, those of greater flexibility and options within the educational system, then the public library must become not a discretionary option to that system, but a built-in component of the lifelong learning force, especially of its informal and voluntary aspects. As presently constituted, support of public libraries is a permissive act of local and state governments. Governmental bodies may legislate for and finance such institutions, but rarely are they so mandated. Andas most communities can testify, public library financing is often at subsistence levels, inadequate to user needs in a changing society - whether urban, suburban, or rural. Wealthy communities can provide the tax base necessary to support quality public education, while impoverished communities are handicapped from the outset in providing adequate

schooling for their children. This same tax inequity produces marginal public libraries, in conflict with a basic American tenet of equal access to educational and cultural opportunity. However, with inflation and the increased costs of local governments, public libraries are undergoing stringent cuts in their budgets - witness the recent financial crises of the New York Public Library, the Newark Public Library and countless other libraries, especially in the metropolitan areas.

What are some of the target groups which public libraries can serve for information, civic, or personal needs? They are as diverse in age range as the pre-schooler is to the senior citizen; in geographic diversity as the rural resident is to the suburban and urban dweller; in education attainment as the illiterate is to the college graduate, and the native American to a new immigrant; in housing as the slum resident is to the condominium owner, and the individual in an institutionalized setting is to someone who is at least a mobile free-agent. No other single public agency exists which can potentially relate to such diverse community interests and personal needs. If the public library in concept did not already exist, we would find ourselves attempting to invent such a community educational and cultural resource. My strong recommendation to the Commission is to help build on existing strengths, directing energies toward improving or modifying the existing model, although not into any single or monolithic pattern. Rather, let us concentrate on the development of plurastic approaches to public library development, those which best and uniquely meet differing area needs.

This calls for a continuing and improved national commitment, with long range planning and support so that state's and local communities can interrelate and sustain their own efforts in ways that are most meaningful to their particular publics. The nation has benefitted from national support since the initial enactment of of LSA in 1957. What has been lacking has been the delineation of long range and

sustained national priorities, with sufficient monies to permit the states, and the public libraries within the states, the essential lead time to plan; enough monies for sustained efforts for research, development and experimentation; and enough staff to plan, support, consolidate, and evaluate these efforts. Nor have efforts toward library coordination and communication been entirely productive. These lacks are as true as the state/local level as they are at the federal/state level, albeit significant improvements have been made in the past decade. If the library network concept has any validity, then it must be made to work at each level, between levels, between types of libraries, between libraries and the various governments which support them. The links must be continuous, not because they sustain institutional or governmental needs, but rather because they serve and enhance user needs. If planned and interrelated national changes are to take place, then coordination of the federal effort is essential, an effort which must insure meaningful and not token dialogue with the states and local communities, communication from the bottom up as well as from the top down.

Professional Library Education

The previous discussion on the changing scene in the American public library suggests a concomittant need for changes in library education, possibly at two levels: at the first professional level (the fifth year or graduate degree), and at the continuing education level. If professional education is to be relevant for the needs of users, then it must provide not only initial competencies for persons new to the field but also re-education, up-dating and special knowledge competencies for those already practicing in the field. In addition, those who teach in library schools need opportunities to learn about new teaching methods and those emerging and changing professional competencies which are needed to function in a complex society.

For the most immediate and effective approach to upgrading library education, coordination and planning of all related agencies is needed: This would involve the various professional associations (such as AALS, ARL, ALA, MLA, SLA, etc.), library schools, state library agencies, state library associations, and appropriate units within federal government. At present, if such efforts exist, they do so on an intermittent and fragmented basis. What is lacking is an on-going and coordinated planning effort, one which would involve all constituencies, provide leadership for the development of a national plan for library education, and influence funding at all levels so that plans can be translated into coordinated reality.

Many library leaders have spoken to the crucial need for change, whether in the context of libraries as organizations per se, or libraries as providers of user needs. However, when it comes to staff necessary to meet emerging requirements, library directors find a serious lack of experienced personnel. Some of these required competencies include:

1. New service competencies especially to meet the needs of special target population groups which are either inadequately served or which have never served at all; included here are personnel to work with senior citizens, with ethnic and other minority groups, with other community agencies working on social problems such as drug abuse, delinquency, environmental pollution, career obsolescence, etc.

2. Higher level service competencies for segments of the population already served, but whose needs accelerate because of increasing educational attainment, changing career patterns,

and special civic or educational responsibilities;

3. Managerial and administrative competencies, especially those relating to new concepts of communications, interpersonal relationships, participatory management, cost effectiveness, decision-making, and operational research and evaluation; and

4. Special competencies to assist libraries in their own efforts to upgrade collections, programs, services, especially those in the media and non-print fields.

Individually, many officials, librarians, faculty members, and others are making important and concerted efforts toward the improvement of professional library education. However, if funds and planning efforts could be directed toward the development of a coordinated system of library education, the impact on public services at all levels would be considerably enhanced. The investment and return of library service dollars is no better than the competence and skill of those who do the planning and provide the service. I wish to emphasize not so much the development of specific blueprints for library action as the active encouragement of learning about the planning process and the concomittant development of skills of learning how to plan, no matter what the local circumstance. Past efforts at library planning appear to have been sub-optimal, short-range and opportunistic primarily because of pressures for immediate action, any action. And many have assumed that the completion of plans or blueprints is somehow synonymous with action and change. Libraries are full of published surveys, plans and reports which have never been implemented. Unless there is active involvement in the planning process, unless there is personal learning about how effective planning occurs, then no significant or sustained planned change can take place in our nation's public or other libraries. Training for

technical competence is not enough. To this librarian at any rate, increased funding for library services will be ineffective without the added dimension of continuing the education and training for the complex service and problem solving competencies which are needed by today's librarian, whether a recent graduate or an experienced practitioner.

Rose Lauritsen

August 24, 1972

August 2, 1972

To: The National Commission on Libraries and Information Science

From: Genevieve Casey, Associate Professor, Library Science, Wayne State University, Detroit, Michigan

I welcome the opportunity to share with you some ideas regarding new directions for the public library, and recurring education for librarians.

I. The Public Library

There is urgent need for research and demonstration to examine and assess, in a variety of critical dimensions, the urban public library as a viable service institution, what its alternate futures might be, and what the role of the Federal government should be in supporting and reshaping it. The fiscal crisis of most cities, makes it essential that such needed exploration be funded at the federal level since state and local funds today are often not even sufficient for minimum day-to-day operation.

The American Public Library is now suffering an identity crisis.

The recent Public Library Goals Feasibility Study, directed by Mrs. Allie Beth Martin,[1] has documented again

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[1]Public Library Association. A Strategy for Public Library Change. Chicago, American Library Association, 1972, pp. ix and x.

that public librarians cling to the concept that they serve all strata of society and all individuals within their support area, whereas in practice, libraries are structured to serve a well defined minority of white, well educated, middle class people.

As major urban libraries lose their traditional clientele in the widespread flight to the suburbs, they face such crucial problems as:

1. A new public (often less educated, culturally different, economically deprived, of minority group background) who are not accustomed to using library service as it has been and is structured.
2. Excellent and expensive-to-maintain, unduplicatable research level collections, relatively unused by the core city residents, and in great demand by businesses, industries, students, professional people and other residents of the suburbs, to whom they are legally closed.
3. An eroding tax base in the core city and the need to find some way to transcend the political fragmentation of the metropolitan region in order to plan area wide service.

Public libraries are also losing many of their traditional users with the development and substantial improvement of other resources in school, community college, college, university and special libraries.

As information explodes in range and depth, the cost rises of providing access to it in a variety of print and non-print forms. People have greatly increased need for information, packaged in new ways. The new technology offers the possibility of new levels of access and requires new skills of the librarian. The new technology demands high levels of centralization at the same time as a counter-trend toward decentralization and community control challenges traditional library organization.

Since 1965, and significantly since 1966, the federal government through LSCA and other legislation has been providing funds to stimulate the improvement of public library service. There is some concern now about whether these funds are only intensifying patterns of service and organization which are no longer viable. There is also concern about where continued operational support of public libraries should come from, as municipalities and states find themselves in drastic fiscal crisis. Questions are being asked about

whether the public library today, along with other agencies, may be duplicating services, and where the library's priorities should be in a rapidly shifting society.

As a first step to finding answers to these and related questions about the future of the public library, I would like to recommend that the National Commission sponsor a series of working conferences to which outstanding public and state librarians and relevant authorities from other disciplines would be invited.

Topics of the Conferences might be:

a. Financing the Public Library - the fiscal plight of city libraries, rising costs, patterns of state aid, federal funding, accountability, budgeting by objectives, evaluation.

b. Staffing and Organizational Patterns - problems of metropolitan consolidation, local community control, participatory management within library staffs, skills and attitudes needed by new and present library staff in order for the public library to move into the future, utilization of staff, paraprofessional and professional, specialists from other disciplines, as well as librarians.

c. The Library as an information-referral center

d. The Library as a classroom without walls - as is now under consideration by the National Commission of Non-Traditional Studies.

e. The Library as a rehabilitation center - for the aged, alienated youth, the mentally ill, the retarded, the criminal and delinquent, addicts and alcoholics.

f. The Library as a cultural center - especially as an instrument of ethnic and neighborhood pride in urban ghettos - as an exponent of pluralism in a polarized world.

g. The Public Library as a coordinator of all kinds of libraries - the library network, the relationship of the Public Library with school, community college, academic and other libraries.

Participants would be asked at each conference to:

a. Assess future directions of the public library;

b. Assess and recommend alternate federal support roles;

c. Identify the most urgent unanswered questions and missing data;

d. Suggest guidelines for progress into recommended directions.

Participants might be supplied with a bibliographic essay on each topic before coming to the conferences, which would highlight the issues and the present thinking and aspirations of the profession. Conferences might be taped and proceedings published.

These conferences would not only clarify the direction in which the public library should grow and encourage public libraries to try new structures and services, but also should result in a variety of by-products immediately useful to the whole library profession such as:

a. A series of bibliographical essays defining the state of the art, and major issues and problems in the most promising future directions for the public library.

b. Proceedings of the working conferences, reflective of the best thinking of leaders in the public library and other related professions about alternate futures for the public library.

c. A final summary report which should embody the best present thinking on alternate futures for the public library and for federal support roles.

II. Recurring Education for Librarians

The American Association of Library Schools, at its January 1972 annual conference, distributed to its members the following position statements on the role of the Association in Continuing Education:[1]

> (1) Continuing education of librarians is one of the most important problems facing library education today; (2) In spite of the undeniably good job which is being done by some library schools, there is a great need for coordination and expanded programming in post-graduate continuing library education in order to meet the needs of practicing librarians; (3) Library schools have a responsibility to develop programs which will (a) enable graduate librarians to continue their lifelong professional development and (b) meet the needs of the profession by lessening the gap that exists between available knowledge, concepts, and technology and their application in library practice; and (4) Continuing library education is a national problem for which the best solutions can only be found through coordinated and vigorous national planning involving at a minimum five cooperating components: the library schools, the library associations, the libraries, the state and regional library agencies, and individual librarians.

In harmony with this position, in November, 1971, and again in June, 1972, representatives of Midwest state libraries, state library associations and ALA accredited library schools met at the invitation of Wayne State University to

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[1] Report of the Study Committee on the Role of the Association of American Library Schools in Continuing Library Education. Distributed at Annual Conference of AALS, Jan. 21-22, 1972.

discuss a pilot project for a regional, multi-state approach to providing, on a long term basis, continuing education for librarians from all types of libraries.

It was the concensus of this group that:

1) Upgrading of the present library work force should be receiving increased emphasis and that it is the responsibility of state libraries, library associations and library schools to assume leadership.

2) The USOE HEA IIB institute program has contributed to the upgrading of the library work force, but has certain built-in limitations (The regulations do not encourage institutes to be repeated, or to be built upon. Annual grants do not encourage long range planning. National priorities do not always coincide with regional needs.)

3) Planning should include the needs of all types of libraries--public, state, academic, school and special. (Surveys conducted by Catholic University and Wayne State University tend to verify a consistent pattern of need for training and re-training in management skills (personnel administration, performance budgeting, public relations, systems analysis, etc.) the impact upon

library operations of the new technology, and service to special groups--the disadvantaged, ethnic minorities, the aged, young people, business, industry, etc.

4) Planning should be on a regional, rather than a local or state level, since this would enable pooling of needs and resources for long-range impact.

5) The regional recurring education should be on the professional level with training of sub-professional and para-professional staff the responsibility of local or state libraries. Emphasis in the region should be on training trainers. Emphasis should also be placed on coordinating the education of personnel on all levels of the Asheim Manpower Scale.

6) Library schools, library associations (including associations of library trustees), and state libraries should collaborate in long range planning.

Since there is general agreement on these principles, the next step to implement the project is a preliminary study for a Midwest Recurring Education Center. This preliminary study should:

1) Define the region (alternatives would be the states included in USOE's Region V, or the 3 states--Michigan,

Wisconsin, Illinois which have already held one joint conference and are planning another, or at the beginning, a two state region such as Ohio and Michigan.

2) Inventory training needs, with the collaboration of the state libraries and state associations.

3) Inventory resources for recurring education within the region.

4) Recommend a structure for the establishment and administration of a Midwest Center for Recurring Education.

5) Develop a plan for a 3 year demonstration.

6) Develop a plan for evaluating the effects of recurring education upon the services and impact of the cooperating libraries, leading to a cost-benefit analysis.

After the completion of the preliminary study (which could be conducted in a few months at a minimal cost), the region should be ready to seek funds for the demonstration which should provide the nation with valuable data on the most effective methods, content, structure and administration of recurring education for libraries.

I would like to recommend that the National Commission sponsor the preliminary study for this pilot project of regional recurring education.

TESTIMONY FOR CONSIDERATION BY THE NATIONAL COMMISSION ON LIBRARIES AND INFORMATION SCIENCE

Prepared by Bernard M. Fry
Dean, Graduate Library School
Indiana University

Part I

In the context of the continuing flood of new publications--amidst declining library budgets--much current action in the library and information field appears to be uncoordinated and fragmented, often contrary, duplicative, and counterproductive.

What seems to be lacking in discussions about coordination and cooperation between and among research libraries and information services are suggestions for new or promising untried structures, capable of acting with some initiative and charged with the responsibility for developing legislation and other operative agreements and compacts to provide the necessary authority, organization, resources, and a financial base for specific national programs and priorities. Proposals offered for improvement, moreover, are usually too indirect, in my judgment, to cope with the urgency of present problems or to develop a national program of action.

I share the belief of many that we are rapidly running out of time and resources to deal effectively with the mounting complexity and size of the information-communication problems facing us. These problems require large-scale cooperation, coordination, implementation of networks, sharing, elimination of unnecessary duplication and overlap, infusion of new effort and funding, imaginative planning and, most of all, capacity for developing procedures leading to national programs.

The direct result of this line of thinking leads me to suggest that we need now to focus on the need for development of new management concepts, which I believe are essential in the coming years if we are to achieve coordinated cooperation between Federal agency information operations and the outside world of universities, professional societies, and the private

sector at state, local, regional and eventually national levels.

Let us consider what forms of interlibrary organization and cooperation will be required for collecting and processing, and for intercommunication among resource centers and with the public. There are, of course, numerous other questions to be resolved relating to substantive matters such as functions, costs, priorities, objectives and goals; but there is no doubt that *the organizational problem, while familiar, is the key to action and concrete solutions.*

A number of special panels and task groups have examined basic problems of the library and information community, but rarely are the recommendations of these studies carried out because no effective mechanisms exist for coordination and implementation needed at all levels. Beginning with the Baker Panel, and running through the later studies, there has been the implied and sometimes overt search for management concepts and procedures which will combine elements of the democratic approach--representation, voluntary cooperation, and utilization of decentralized strengths--with responsibility and authority to take action on national programs for improved utilization of information resources.

Some proposals put forward, such as the "Capping Agency," the delegated agency concept, and repackaging including the wholesaler and retailer relation are too indirect or are too product-oriented to get at the heart of the problem. What I am suggesting is that we give more attention to developing new management concepts and to re-examining some we already have but do not regularly use. In the latter category I am referring to library and information activities operated by consortia and by planning or operating groups, including commission-type state or regional organizations. Such groups are often structured to combine elements of democratic representation

with responsibility and authority to take action. Some progress, of course, has been made in this direction through establishment of multi-jurisdictional public library systems. A recent ALA study reports on nearly 500 such systems in operation.

A related management concept is found in the establishment of port authorities throughout the country. Operating under a state or national charter, the port authority cuts across geographical and political boundaries and usually has statutory authority to own and operate facilities and to make charges for their use. Admittedly, operation of a port is far removed from the sensitive and complex coordination or operation of research libraries and information activities, but it seems to me clear that we are not many years away from a new national information policy. It will provide public information utilities for the storage and retrieval of information, including both research library information and a wide variety of educational material. Such utilities will undoubtedly involve computer-based networks.

Apart from such "blue-sky" forecasting, I believe many will agree that traditional committee efforts are not adequate to take information problems beyond the identification and study stage and seek their implementation or bring about actions leading to national programs. If coordinated action is needed on a broad scale, we must look to other management concepts and mechanisms.

Another--possibly appropriate--organizational or management concept suggested is the creation of a quasi-governmental unit, such as the Federal Reserve Board, which would represent the interests of both the public and private sectors. A further example can be found in the public corporation concept under which COMSAT is chartered by Federal legislation. Other parallel situations can be cited which could also serve as reference points or precedents in dealing with the organizational problem.

Part II

The present state of research in library and information science may be characterized as fragmentary, non-cumulative, and frequently unapplied. In order to implement and further develop the national policy of library and information services for the nation's needs, I believe the most important and fundamental area--apart from the organizational problem referred to above--is the building of adequate research capability. This can be achieved only as a consequence of long-range planning and fostering of research attitudes and skills among professionals in libraries and information science. Two basic preparatory steps, however, can and should be undertaken as soon as possible: (1) encouraging and exploiting recent and ongoing research; (2) providing leadership in upgrading education for research in schools of library and information science.

Encouragement and Exploitation of Recent and Ongoing Research

The need for organized availability of present and emerging knowledge affecting the state-of-art has been recognized in recent years by several fields and disciplines. However, the best-known and most comprehensive service of this type, provided by the Science Information Exchange, has marginal value for the library and information science community because of limited input from non-government sources. Since 1969 three separate efforts have been undertaken to provide a similar but specialized service for reporting research in this field: (a) the computer data base developed by the Graduate Library School at Indiana University; (b) the Maryland LIST published annually, and (c) the FID Register published monthly.

Without making comparisons among these three services, I would like to call the attention of the Commission to the characteristics and potential usefulness of the computer data base on research developed at Indiana University

(described in more detail in Attachment A entitled "Invitation to Query Data Base of Research Affecting Technical Library and Information Services"). Begun in 1969 this file updated daily now consists of about 1500 descriptions of recent and ongoing research projects which have potential usefulness to anyone concerned with improving libraries and information science through research. For both the administrator and the research worker the ready availability of this file would encourage application of the results of recent and ongoing research to management and operational problems as well as the identification of problem areas needing further research.

There is reason to believe that a computer-based record of recent and ongoing research projects would be of benefit as well to the national planning function and also to the grant making process. Information in the file could be made available as searches on a service bureau basis, or for local terminal searching on up-dated tapes. The several alphabetic and analytical indexes, plus a free term searching capability, through computer manipulation offers access to a wide range of useful background information. A computer-based record of research kept up to date could serve as the basis for numerous statistical and analytical studies not now feasible but essential to an adequate knowledge of recent advances in the field. Such a research resource would contribute importantly to studies for analysis of current and future library needs, assessment of the strengths and weaknesses of existing library and information services, and evaluation of the state and progress of library and information science development.

Providing Leadership in Upgrading Education for Research in Schools of Library and Information Science

The changing nature of libraries and information systems has implications for the educational requirements of future librarians and information scientists.

To my mind the Commission needs to take a leadership role in developing a consensus among professionals in the field which will influence the direction of the education and research of advanced students. The following suggestions are offered for Commission consideration:

(1) Promotion of regional seminars to encourage exchange of views among library school research faculty and staff of research units in academic libraries, e.g. discussion of team and cooperative research as a means of solving management and operational problems, establishment of bi-lateral and multi-lateral arrangements for the conduct of research, etc.

(2) Urging USOE to establish fellowships in library and information science research parallel to those available in the past for teaching and for library administration.

(3) Sponsoring studies of (a) the application of research results (or lack of) to management and operational problems and (b) the reporting of completed research, i.e. when, in what form, how effective, etc.

ATTACHMENT A

NEWS RELEASE

July 19, 1972

INDIANA UNIVERSITY
Graduate Library School
UNIVERSITY LIBRARY
BLOOMINGTON, INDIANA 47401

RESEARCH CENTER FOR
LIBRARY AND INFORMATION SCIENCE

TEL. NO. 812--337-5388

INVITATION TO QUERY DATA BASE OF RESEARCH AFFECTING TECHNICAL LIBRARY AND INFORMATION SERVICES

During the past three years the Research Center of the Graduate Library School, Indiana University, has undertaken the study of a Long Range Research Program for the Corps of Engineers (TISA Program), which has as its basic objective the improvement of the efficiency and effectiveness of DoD and other Federal technical libraries, information centers, and information analysis centers. Under Phase I, now completed, a machine-readable data base has been developed which identifies recent and current research bearing on technical information problems and policies of Federal libraries, information centers, and information analysis centers, and evaluates it as to its objectives. This file constitutes the primary resource for the conduct of Phase II now underway, which draws upon the data base for identification of current and recent research in determining the selection of future research priorities.

In order to assess the usefulness of this file to research workers in the library and information science community, all interested individuals and institutions are invited to query the data base in areas of their specific interests. At the present time this file consists of about 1,500 project descriptions of current and on-going research projects which have potential usefulness to anyone concerned with improving library and technical information services whether within the Federal government or not.

Access to the file is obtained through four conventional and three analytical indexes, plus a full-text searching capability covering bibliographic information and abstracts. The conventional indexes include access by title, principal investigator, performing organization, and supporting organization. The analytical indexes are faceted indexes which are sorted by different series of facets, of which the three most important facets are library and information science technology, functions (internal operations), and services (to organizations and individuals). Copies of the faceted classification are available upon request.

Queries may be addressed to the file based on any one of the above identified indexes or stated in free terms or subject headings best describing the information needs of the requestor.

There will be no charge for a limited number of search requests of reasonable size and scope undertaken during the experimental period prior to December 1, 1972. It is expected that comments and viewpoints from research workers receiving searches will aid the University project research team in further development of the file and in devising procedures for servicing requests. The file has been developed to be used, and experience of users will shape future changes in format, content, and availability. Individuals and organizations requesting searches are asked to submit their requests in writing to Dean Bernard Fry, Graduate Library School, Indiana University, Bloomington, Indiana 47401.

PART II

DESCRIPTION OF RESEARCH PROJECTS FILE

The File

The Research Projects File contains information on recent and current research that affects the management and use of technical information in libraries, information centers, and information analysis centers. About 1500 project descriptions are in the file; these include projects that were active on or after 1 July 1969. In selecting projects, research was broadly construed to mean basic and applied research (including development and evaluation).

Project Descriptions

A project description is prepared for each research project. Projects are located through the published and report literature and through information from funding agencies. Information on each project is secured from these sources as well as from the principal investigator or from the project staff. Each project description contains the following basic information and additional control information (e.g. an accession number): title, supporting organization, performing organization, project beginning and ending dates, principal investigator(s), and statement of technical objectives.

File Indexes

The file has four alphabetic indexes and four faceted analytical indexes. The alphabetic indexes are: title, principal investigator, performing organization, and supporting organization. The faceted analytical indexes are based on a detailed classification of each project using a specially designed faceted classification scheme. They provide the principal subject access to the file. Each project is classified using one or more facets that stress such aspects of a project as its concern with functions, services, technologies or education. In all there are fourteen facets.

Computer Capabilities

The entire file and its indexes are stored on tape and input is via punched cards. The analytical indexes are also stored on disk. Computer processing is done on a CDC 6600 at the Indiana University Research Computing Center, Bloomington, Indiana. Project descriptions and index entries can be modified, and they can be added to or deleted from the file under control of an updating program. Project descriptions identified by number can be extracted from the file and printed out on a high-speed printer by means of a special print program. The faceted analytical indexes may be displayed on a Hazeltine 2000 visual display terminal (CRT) in the Graduate Library School. These indexes may be searched on-line at the terminal using facet numbers as the query terms. Facet numbers may be combined using the logical operators 'and', 'or' and 'not'. The results of a search are printed out on a Hazeltine printer attached to the CRT.

Additionally, a full-text searching capability has been developed which will permit search, using free terms, of bibliographic and abstract information on each project.

File Maintenance

Every effort is made to keep existing project descriptions current and to obtain descriptions of new projects for addition to the file. The following procedures are used for maintaining the Research Projects File. For those projects in the file the principal investigators are contacted by letter for up-to-date information, and the project description is modified on the basis of the information received. Published sources are searched systematically for announcements of new research projects. Announcements by granting and contracting agencies are also scanned regularly. Machine-readable sources such as tapes from COSATI, the Defense Documentation Center (DDC), and the U.S. Office of Education, are also used when available. If insufficient information is available about a project, the principal investigator is contacted by letter or phone for further information.

Selection Criteria

All on-going or recent research projects are included which will provide information, facts, cost figures, planning criteria, policies, standards and evaluations which may be of use in planning, providing and operating technical information services. Innovative or prototype activities, and any on-going research projects which reflect novel or unusual responses to technical library and information center requirements are also included.

Subject Coverage

Projects included relate directly to some aspect of library and information science, technology or operations involved in technical information services. Some projects in interdisciplinary fields such as mathematics, logic, linguistics, computer technology, operations research, management, etc. are included if they have a direct relationship to technical information services.

Time Frame

A project is included if it is still in progress, if it was terminated on or after July 1, 1969, or if it is still in the proposal stage and gives definite indication of being implemented. Projects whose results have particular significance to current problems or projects whose findings have not been tested or practiced may also be included.

Project Management

Assistant Professor Miles Libbey served as principal investigator for the Phase I file development, and Dean Bernard Fry is currently principal investigator for the Phase II investigation.

Library

300 Nicollet Mall, Minneapolis, Minnesota 55401

HENNEPIN COUNTY

August 31, 1972

Dr. Frederick H. Burkhardt, Chairman
National Commission on Libraries and Information Science
1717 K Street N.W. Suite 601
Washington, D.C. 20006

Dear Dr. Burkhardt:

The Executive Board of the Minnesota Library Association has requested that I convey a special sense of appreciation for the approach which the Commission is taking in the conduct of the regional hearings. We anticipate that the resulting communication and exchange of information will be of mutual benefit at the state as well as the federal level. To this end the Minnesota Library Association intends to send several representatives, librarians and trustees from the various types of libraries, to this hearing to be available for any oral testimony desired, to observe the proceedings and report back to the MLA membership. In addition to the following information requested regarding the role of professional associations in addressing library problems on a nationwide basis some points of general concern are included at the end.

The role of most professional library associations on a national basis seems to parallel that outlined in Attachment A for the Minnesota Library Association. Aside from organizational concerns and operation their purpose has two elements:

1. To advance the continuing education and development of its membership.

2. To extend public education on and support of library services.

Although the passage of certain HEW legislation has provided a minimum aid to various library programs, the overall objectives have not been reached. With the strong demands on all tax dollars, library groups should be working to just keep from losing ground. It does not appear that this is being done to any large extent. The NCLIS could provide proper priority and coordination to this important activity.

GENERAL CONCERNS:

NCLIS COMPOSITION: Since the public library serves by far the largest portion of our population we feel that greater Commission representation should be given to that type of library. While academic and special libraries are represented by four or five Commission members each, there is no identified practicing public librarian on the Commission. We would hope that representation from the library education field could also be considered.

NCLIS LEADERSHIP: Beyond the stated advisory role to the Executive branch of the federal government with which the Commission has been charged, there is a tremendous potential for leadership on the national level. The Commission appears to be one body which could coordinate and channel the efforts of the numerous national, regional and state library and related associations who all seem concerned with the same general problems although frequently from different angles. The potential impact of NCLIS leadership through an established but rather ambiguous network organized nationally working through regional agencies within the Office of Education could be substantial. It was also suggested that, either through contract or other means of establishment, regional federal libraries be designated to fill the gap between local libraries and information centers and the Library of Congress.

RESEARCH INTO LIBRARY NEEDS: Library research has generally been hampered by a lack of funds and perhaps a lack of collective concern. In a service institution oriented to the support of an academic community, industrial staff or citizens at large libraries strive to put the users in perspective with the knowledge and information needed to meet their responsibilities and lead productive and rewarding lives. It is paradoxical that most of the research into information needs or analysis of patterns of use is fragmentary, out-dated or of little substantial use being of a theoretic nature. There appears to be little practical research of the type currently being performed by the Preservation Office of the Library of Congress. Thus, library planning is handicapped by continued use of trial and error method by individual libraries as the major means of development rather than in-depth investigation to serve a wider need. There are many things that we must know to meet the challenge of the years immediately ahead. The NCLIS can do much to make this important period of development a fruitful one.

FEDERAL FUNDS: Whatever course of action the Commission sets, the past importance and future potential of federal library aid funds cannot be stressed enough. Minnesota, with its relatively small population divided between the Twin City metropolitan area and large geographic rural areas has experienced significant development in library services across the state through cooperative systems, grants in aid for buildings, collection development, networks between different types of libraries and other new programs. To withdraw or reduce federal support at this time would force a halt to activities aimed at many of the dispersed or disadvantaged populations of the state. At a time when inter-library cooperation and equalization of service to all Minnesota residents is being worked for,

availability of federal funds takes on a critical priority. The current fiscal 1972 per capita federal support of $0.20 to Minnesota public libraries should not be considered a maximum or even adequate.

While we have tried to keep these comments within a concise but useful statement, we would be very happy to expand upon them either in written or oral form. Again, thank you for the opportunity to participate in these preliminary activities of the National Commission on Libraries and Information Science to which the Executive Board of the Minnesota Library Association offers its most energetic support.

Sincerely yours,

David R. Smith, President
Minnesota Library Association

ATTACHMENT A

THE MAJOR ACTIVITIES OF THE MINNESOTA LIBRARY ASSOCIATION

I. To inform and educate the membership
   A. Annual conferences on the recent following themes:
      1. The Indian, Black & Chicano in Today's Society
      2. Social Responsibilities of Libraries
      3. Library Service to the Underserved

   B. Regional meetings started recently to conform with state regional plan.
      1. Library Cooperation and Regional Planning

   C. Workshops on a variety of subjects.
      1. Children's Service
      2. Service to the disadvantaged
      3. Serving the unserved

   D. Publications
      1. Quarterly journal - selected mailings

II. To maintain committees and take appropriate action in the following areas:
   A. Federal Relations and Legislation - to support and develop legislative programs at both the state and federal levels. Currently supporting state aid formula.

   B. Intellectual Freedom

   C. Public Information

   D. Professional Welfare

   E. Library Planning and Development

   F. Professional Recruiting

III. To participate as members of State Library Advisory Council in the development of Long Range State Plan and continuing development of program. (Copy of this plan has been filed with NCLIS by Minnesota Office of Public Libraries and Interlibrary Cooperation).

IV. To participate, through council representation, in the legislative activities of the American Library Association. (A minor activity at present).

V. The one state organization that brings together and provides a common meeting ground for professional librarians, trustees and lay persons to share, support and benefit from their interest in quality library service through all types of libraries.

AMERICAN LIBRARY ASSOCIATION
50 EAST HURON STREET · CHICAGO, ILLINOIS 60611 · (312) 944-6780

The State Library of Ohio
65 S. Front Street
Columbus, Ohio 43215

September 5, 1972

Mr. Frederick H. Burkhardt, Chairman
The Nat'l Comsn. on Libs. & Info. Sci.
1717 K Street N. W., Suite 601
Washington, D. C. 20036

Dear Mr. Burkhardt:

Thank you for the opportunity to submit this written statement for The National Commission on Libraries and Information Science in connection with your hearings planned for Chicago late this month. My comments relate, as you suggested, to legislative concerns. I understand that Mr. Robert Wedgeworth, Executive Director of the American Library Association, has pointed out the need for a careful review of laws and financial support of library service at the national, state, and local levels. In addition to endorsing his statement, I offer the following comments.

Copyright. Attention has been focused on the U.S. Court of Claims since the Commissioner of the Court rendered his opinion in the case of Williams and Wilkins *v* the United States on February 16, 1972. His opinion recommended a conclusion to the effect that the plaintiff (Williams and Wilkins) is "entitled to recover reasonable and entire compensation for infringement of copyright..." We are much concerned that the right of photocopying for interlibrary loan and the right of fair use for library patrons be safeguarded and in August the ALA filed a brief of exceptions in response to the Commissioner's report.

In June the Senate passed a resolution extending the duration of expiring copyrights until December 31, 1974, and the extension is now before the House. Sen. John McClellan, Chairman of the Senate Judiciary Subcommittee on Patents, Trademarks, and Copyrights, stated that this extension would allow time for completion of general copyright revision during the next Congress. He said substantial progress on copyright revision has been virtually impossible during the past several years because of the protracted delay of the Federal Communications Commission in adopting new cable television rules. However, now that the FCC has completed its

proceedings on the regulatory issues dealing with cable, the way is paved for action on the copyright revision measure early in the 93rd Congress.

The public interest requires adequacy of copying services and the new bill must contain clear safeguards for interlibrary loan and fair use photocopying. Fulfilling The National Commission's goal for "national equality of access to information" depends in substantial measure on a copyright law which facilitates interlibrary loan, exchange of information, and library use of technology.

Taxation and Financing of Library Services. Court decisions in several states have challenged the basic pattern of local financing of the public schools, holding it to be unconstitutional when (in the words of the California Supreme Court) it "makes the quality of a child's education a function of the wealth of his parents and neighbors." In its February resolutions The National Commission has already directed attention to these decisions and their implications for libraries. Continued attention must be given to the adequacy of tax bases.

We are pleased that The National Commission has contracted for a study of the financing of public library service, and look forward to the publication of the results of this. As we understand it, this research is exploratory and we welcome the prospect of related studies which examine the financing, governance, and relationships of all types of libraries at the several levels of government.

The ALA Legislation Committee awaits with interest the report of the Advisory Commission on Intergovernmental Relations which President Nixon enlisted to investigate the inter-governmental relations aspects of different patterns of school support. The report is due before the end of the year, at which time the President has promised to make his own recommendations for relieving the burden of property taxes and providing both fair and adequate financing for elementary and secondary education.

The inter-governmental aspects of education finance are a particular concern as we follow the large and growing number of legislative proposals for financing education and other public services. Proposals for general aid for elementary and secondary education, revenue sharing, tax credits, and funding for special programs have implications for libraries, and often raise fundamental questions on categorical versus general assistance. By their nature, libraries support education and development broadly, and federal assistance for library purposes is not narrowly categorical. The success of federal programs of aid to libraries clearly demonstrates the contribution the federal government can make in assuring access to information through development and improvement of library services. We believe that libraries across the nation -- public,

school, and college -- can continue to benefit from federal grants specifically directed to their needs. As The National Commission plans its studies, we hope that there will be exploration of the impact these federal programs have had on library services, and a review of still unmet needs which could be met if programs were funded at the authorized levels.

Measurement. One of the continuing problems faced in legislative programs -- and, indeed, by the entire library community as it relates to the larger community -- is how to measure and assess the impact of library services. Even short of impact measurement, we lack an effective system of library statistics and data-gathering which provides useful and reliable information on resources and use. The National Commission's support of the efforts under way by the National Center for Educational Statistics for improved statistical programs is much needed.

White House Conference on Libraries. In January 1972 the Council of the American Library Association adopted a resolution calling upon the President and the Congress to call a White House Conference on Libraries in the year 1974. Legislation for this purpose is expected to be introduced soon after the 93rd Congress convenes in January 1973.

A White House Conference would have far-reaching impact in both the library community and throughout the entire nation. It would assist the work of The National Commission and could provide for library and information services the same kind of impetus which the 1971 White House Conference on Aging gave to the broadening and improved financing of the Older Americans Act programs. We hope that The National Commission will endorse this call for a White House Conference.

Sincerely yours,

Joseph F. Shubert, State Librarian
and Chairman, ALA Legislation Committee

JFS:NC

Enc. White Hse. Conf. resolution

american libraries

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BULLETIN OF THE AMERICAN LIBRARY ASSOCIATION

p. 255

White House Conference on Libraries Resolution. Whereas the American public has a greater need for knowledge and for access to information than in any previous time in history; Whereas only a network of public, school, academic, and special libraries can provide information services to the total population; Whereas the American Library Association and its colleagues and affiliates possess the leadership to communicate to the American public the uses and potential of library services; Whereas only national attention to the welfare of libraries and the growth and development of their services can produce the needed wide base of support for all kinds of libraries; Whereas, the National Commission on Libraries is now in being and its recommendations merit nationwide consideration; therefore, be it Resolved that the American Library Association call upon the president and the Congress to call a White House Conference on Libraries in the year 1974; be it further Resolved that said conference be based upon conferences in every state and territory which involve the lay leadership of the states' communities and the library leadership from their libraries of all types; be it further Resolved, that the American Library Association offer its full cooperation in the planning of a White House Conference on Libraries.

AMERICAN LIBRARY ASSOCIATION
50 EAST HURON STREET · CHICAGO, ILLINOIS 60611 · (312) 944-6780

August 21, 1972

Mr. Frederick H. Burkhardt, Chairman
National Commission on Libraries
and Information Science
1717 K Street, N.W., Suite 601
Washington, D.C. 20036

Dear Mr. Burkhardt:

Thank you for the opportunity to submit a written statement for the regional hearing being conducted in Chicago by the National Commission on September 27, 1972. As Mr. Clift indicated in his letter of July 31, I am taking the liberty of replying to your letter of July 24 to Miss Ruth Warncke, who recently retired from the position of deputy executive director.

In earlier testimony to the Commission, Keith Doms, then President of ALA, noted the principal goals of the association and several of the factors effecting library service. You will remember that briefly stated those factors were: the need for clarification and codification of responsibilities for library support and development at all governmental levels, the development of a national system of statistics and data gathering and research and experimentation in the library services reflecting the needs of the library user.

Since its formation the Commission has been hearing many broad definitions of problems in the areas of financial support, the effective delivery of existing library services, the prompt identification and acquisition of materials, the anticipation of user needs, and the organization of efficient cooperative ventures which will insure a maximum utilization of participating agency resources.

We realize that the Commission is faced with the identification of needs and the establishment of clear priorities. A multitude of needs will be identified and will undoubtedly win a sympathetic hearing in the next few months. We all understand the need for a sophisticated system of bibliographic control utilizing the existing national libraries, and the necessity of strengthening state agencies so that they may become coordinating units of library resources. All of us have been painfully aware of the millions of people in this country who for a variety of reasons do not have or utilize library services. We know of the problems faced by cooperative systems, consortia, and networks faced with the crossing of political and jurisdictional lines to provide

resources and services. Indeed the crisis of the cities has spread to the libraries creating special urban library problems which threaten the very existence of library service in these areas. Educational change has had a devasting effect on the materials and type of service expected of the libraries serving those institutions. The fact that approximately half of the elementary schools in the nation do not have the benefit of collections of learning materials dulls the pride in the growth and development of library service in the United States.

We all know that the development of the community college and the concomitant demand for a broader base of continued formal and informal education of our mature citizens has placed an additional burden on library resourcefulness. And the needs of the academic and research library sorely pressed to maintain their growth and development in the face of burgeoning publication, technology, and research must be met. Basic to it all is the need for assured growth and development of library personnel who through training and education will be expected to provide the skill, imagination, leadership and research which provide the best possible support to the library and informational needs of the country.

Where do you turn in the face of just this general sampling of the problems which have become serious obstacles not only to the growth but the maintenance of the nation's library resources?

We could reemphasize, at this point, the statements on goals and factors effecting the development of libraries which were provided to you previously by Mr. Doms, however, we feel that at this time we wish to delineate first steps which we believe should be undertaken by the Commission. There are two areas in which we feel the National Commission could concentrate its current efforts. Many of the problems being brought to their attention in this series of hearings will be found to have their roots deeply buried in these propositions. Improvements in these two areas could provide considerable alleviation to the many needs facing libraries today.

First: The National Commission should embark on a program of experimentation in the economics of library service. In the past few decades of change in library service many institutions have found themselves trapped into service patterns, collection techniques, classification and processing methods with little or no opportunity for effective experimentation in possible new methods and operation designs. Experimentation in library systems and services demonstrating the most economical and efficient use of limited library funds would be the most immediate and positive step that this commission could take to strengthen library and informational resources of this nation.

Second: The National Commission should review the laws effecting library service. In the Commission's Resolution II and III passed in February of this year there is a concern expressed for "national equality of access to information for all citizens" and the financial support necessary to insure that

"appropriate documentation, bibliographical and other information resources should be recognized in federal programs." Certainly the equality of access and financial support in federal programs are very basic to a consideration of copyright revision. Current litigation carries serious implications for the future of access to library materials as well as possible precedential action which would return libraries to merely record keeping institutions. The Commission will need to be fully cognizant of laws governing library service in schools, academic institutions, and tax-supported public libraries on the national, state, and local level if there is to be an insured equality of access as well as parity in tax investment. A detailed review of legislation and libraries will assist in bringing needed clarification and codification of the responsibility for library development and support. The demand for library service does not respect institutional or political jurisdictions, and yet those very confinements within the laws of this nation have placed inequitable burdens for fiscal support on the taxpayer. We believe the Commission must focus national attention on one of the library services' most basic problems.

Library interest groups such as the American Library Association with its network of state and regional chapters along with special interest groups listed as affiliates can provide the National Commission with immeasurable support and service. The Commission has already recognized that library associations provide an excellent forum for the delineation and discussion of library problems and possible solutions. Through the many conferences, workshops, seminars, institutes, projects and committee activities the Commission will not only be able to sound out the profession but will be able to perform a valuable function as educator as its activity isolates problems and proposes a course of action. These associations and affiliates have within their membership the most active and dedicated members of the profession ready and eager to undertake the tasks necessary to insure the success of the National Commission. Therefore, we urge the National Commission to establish regularly scheduled participation in the annual programs of library associations to provide the basis for an exchange of information preferably in the format of informal hearings.

The American Library Association has been involved in the administration of many projects which have contributed significantly to the development of the nation's library service. Grants totaling over $15 million in the past 20 years have been administered by ALA in such areas as standards, review media, statistics and data gathering, school libraries, adult education, technology, classification of materials, cataloging, documentation, library education, recruitment, acquisitions for college libraries, public libraries, and international relations. And, ALA is ready today to assist in the identification of problems, recommendations on resource institutions and individuals, as well as undertake the design and administration of specific projects.

What role we can play in the immediate future may well come from the ALA Council's resolution to seek a White House Conference on Libraries. This program could well provide an additional source of inspiration, communication, and support for the National Commission as it participates in this important method of focusing public attention on the needs of library service in the United States.

Sincerely yours,

Robert Wedgeworth

Robert Wedgeworth
Executive Director

RW:ama
cc: Charles H. Stevens

STATEMENT TO THE NATIONAL COMMISSION
ON LIBRARIES AND INFORMATION SCIENCE,
CHICAGO, 27 SEPTEMBER 1972 by
ROBERT WEDGEWORTH, EXECUTIVE DIRECTOR,
AMERICAN LIBRARY ASSOCIATION

Mr. Chairman, Members of the Commission, Ladies and Gentlemen:

I am Robert Wedgeworth, Executive Director of the ALA.

I appreciate the opportunity to give additional testimony to the National Commission and commend the members of the Commission for seeking grass roots opinions on the status and future of libraries and information services in the United States.

It bears repeating that "libraries are truly the 'arsenals of a democratic culture,' serving not only to advance science and scholarship but also as vital institutions for ensuring an informed electorate." The concept of the library, particularly the public library, as the one American institution committed to the protection and enhancement of the public's right of access to information is the foundation upon which is based all of the testimony presented thus far from the various interest groups and officers of the American Library Association.

In previous testimony it was suggested that the National Commission concentrate its efforts in two areas which, in our opinion, could provide considerable alleviation to the many needs facing libraries today. These needs result either directly or indirectly from the constantly accelerating change within our society.

It is estimated, for example, that by the year 2000 the population of the United States may reach 300 million and be characterized by the disappearance of the youth culture, a decided rise in the percentage of

persons 60 years and older as well as an increased emphasis placed on continuing education.

School and college librarians for many years advocated placing less reliance on textbooks in order to allow students more freedom to pursue independent study. Now that we have "schools without walls" and independent study programs for undergraduates are we equipped to handle the corresponding changes in the type and quantity of library services?

Racial tensions are expected to continue during the remainder of this century. Added to this will be pressures for change from women, youth, the poor and other groups. These forces tend to manifest themselves most obviously in urban communities. Note, for example, that in 1970 it was reported in the New York Times that in one year the nation's poor had increased by 1.2 million with 90% of them concentrated in metropolitan areas.

All of these projections suggest the need for new patterns of service to meet the needs of the poor, the black, the Spanish-speaking, the Indians, the aged and the handicapped.

They suggest redressing the imbalance of financial resources between the cities, which operate major libraries and information services, and the suburbs, which now make the greatest use of them.

They also suggest the elimination of legal constraints to the development and support of information systems which overlap local and state political jurisdictions.

Using this general picture of library and information service needs as a basis it was recommended that the National Commission focus its current efforts on experimenting in the economics of library and information service, and on reviewing the laws which provide the legal basis for establishing as well as supporting these services.

What do we mean by experiments in library economics?

1. Training laboratories designed to improve the skill of practicing librarians is a very great need. The entire approach to library service has to be evaluated and communicated in terms of efficiency, effectiveness and economy. Libraries are still in the "general store" stage while the supermarkets are open all night. Under the present patterns of support and demands on existing staff and equipment, it is almost impossible for any library to embark on a training and development program which could utilize methods far beyond existing methodology.

2. We need Library Renewal Centers. These models would be designed for the implementation of new patterns in library service and library procedures. They could be likened to "test marketing" used in commerce where sites are chosen according to client profiles and a specific product or method is experimented with in existing institutions so that libraries need not expend their energy seeking the funds and staff while profiting from the investment in experimentation. It should be important to note here that the generation of these new patterns should involve people from other areas of expertise other than libraries, merchandisers, designers, machine programmers, personnel and public service administrators, social engineers, educators, advertising and public relations, etc.

In addition, I should note a particular concern caused by the construction of many secondary and junior college collections in communities where it would seem that students resist using them and turn to the public library. Here would be an opportunity to explore combining these resources into one major service unit without having to tear down existing and competitive units or to superimpose a network over them.

3. We also need a vocabulary in order to communicate with each other, with those we serve, and with those who provide the economic support. If we are to not only evaluate but to predict the future needs of libraries, we are going to have both social and economic indicators which can be interpreted readily by librarian and lay people alike. This would open the door to the long needed study of the library client.

The purpose underlying the recommendation that the National Commission review the laws which affect libraries and information services is the need to thoroughly explore the tax-support for these services. Since my original testimony was submitted the State and Local Assistance Act of 1972 was passed by Congress.

This act, commonly called the "revenue sharing" makes it very clear that libraries are a national priority. It is listed as one of the eight priority categories for which states and local communities may use these funds.

While this may become a major opportunity for libraries to make the public aware of the vital service they perform, we must not overlook the legal problems of institutional authority and definition of service areas which constrain the development of library networks all over the nation.

[Aside about Kansas City, Mo. School District]

One might ask where does this lead the National Commission in terms of objectives? It seems to me that the Commissioners could play an extremely important role in the development of library and information service were they to aim their research and development projects over the next four years toward a White House Conference on libraries and information services in 1976.

Congress has given us priority status and the information gathered over this period would provide the basis for a national plan which, hopefully, could attract the support of the President. It has been stated that "one may be tempted to visualize it (White House Conference) as a ritual, " but we cannot ignore the enormous support which can be marshalled to implement the wishes of the White House.

Dr. Estelle Brodman
Librarian and Professor of Medical History
Washington University
School of Medicine
St. Louis, Missouri 63110

Testimony: National Commission on Libraries and Information Science
Hearing, Chicago, Illinois, September 27, 1972

I am Estelle Brodman, Librarian and Professor of Medical History at Washington University School of Medicine in St. Louis, Missouri. I am very glad to be able to testify before this commission for a number of reasons. As a member of the original National Advisory Commission on Libraries I helped to make the recommendations for a permanent commission and for the statement that "adequate library and information services are essential to the achievement of national goals." I am, therefore, very pleased that the Congress has embodied that idea in the legislation setting up this body, and that President Nixon has promptly activated the commission and appointed such outstanding members. We all look for great results from your work, although I for one, am very well aware of the time required and the amount of work which will have to be expended to reach your goals.

In the letter inviting me to testify before this Commission, I was asked to discuss the present status and future direction of medical libraries. It would be a presumptious person indeed, who would think he could see the future as clearly as this would require, but I should like to discuss several points which I believe might well be considered by the Commission, and might even become the subject of larger investigations supported by the Commission. I propose to talk about (1) the principle of egalitarianism in access to medical information, (2) the kinds of users of medical information we can expect to see in the next few decades and their needs, including blanketting theory of networks, (3) the chance that the newer technologies might change the method of transferring medical information, and finally (4) the possibility that legal constrictions (especially copyright) might retard the best means developed for such transfer of information. Obviously I cannot discuss any of these in any detail within a short presentation, but perhaps a view of some of the problems and principles can indicate paths which the Commission might wish to explore.

First let me define my terms. By "medical libraries" I mean libraries whose basic collection encompasses the field of medicine per se, dentistry, pharmacy, nursing, and the ancillary sciences needed by biomedical workers in the furtherance of their goals. I include under the rubric collections of books, journals, tape recordings, audio visual materials, computer outputs and any form of information which can be stored and used repeatedly. I make little differentiation between libraries narrowly considered and those information services using the newest technologies, provided they are offered in conjunction with collections of information. In general, however, I shall omit collections of individual patient records in their raw form.

I. Egalitarianism in Access to Medical Information.

Medical libraries exist to bring what has been learned on health and disease in the past to bear on the problems of the present, in order that the future may be able better to cope with its problems. This encompasses research into the basic sciences underlying biomedicine, the application of what is learned in patient care, and the education of the next generation who will carry on the work. It is neither time-bounded nor geographically hemmed in: a patient with rheumatoid arthritis in Africa has the same disease as one in the United States, and a knowledge of the physiology of the Islets of Langerhan's is as important to the physician with a diabetic patient today as it was to Banting and Best a half-century ago, when they were discovering insulin. The recent exchange of anti-cancer drugs between the scientists in Russia and those at our own National Institutes of Health is a further case in point.

It is obvious that Americans today believe that medical care is a right, not a privilege, as shown by the many bills in congress and the many laws passed in the last few decades to extend medical care to more and more people. If one also believes, as many do, that the provision of medical information is a necessary condition to the provision of good medical care, then it follows that the presentation of medical information is as much a right as is medical care itself. Even accepting this, however,

does not illuminate the best way to provide that medical information, and it is here that the investigations of this Commission take on great importance.

Perhaps it would be helpful to start with some historical background, which might help to explain how the present situation came into being. Medical libraries have been supported by governments and private groups for many centuries, because all men fear illness and death, and all hope that medical research, medical training, and medical care will bring about conditions which lessen this fear. In ancient times, support went to the priest physician, thus invoking the highest powers of the here and the hereafter. Later, and still sadly today, it goes to the quack, the self-styled physician, and the mountebank. Yet the purpose has always been the same: to keep illness away, and to stay the hand of death as long as possible. With the advent of the so called "scientific age of medicine" in the mid 19th century, the actual ability of the physician to prevent and cure came closer to the promises of the healer in previous centuries. Then, for the first time, medicine could point statistically to lowered morbidity and mortality rates and payment to the medical profession became a good investment. It is, therefore, obvious why the New York City Board of Health around 1880 took as its motto the words, "Within limits, public health is purchasable." Or, to take another example, Sir William Petty, working on the Bills of Mortality in 18th century London, calculated how much a citizen was worth to the wealth of the country, and concluded that it was an economically sound measure to provide medical care, healthful dwellings, and clean air and water, thus assuring that the King's revenues and domains were enlarged.(1) In other words, sick and dead men pay no taxes.

For these and other reasons, medical libraries have tended to fare better than libraries offering their wares to practicing engineers, clergymen, brewers, bakers, or college professors. Even so, the large majority of medical libraries have always been in straightened circumstances, made more so lately by the inflationary pressures

and the increase in publications which have hit all segments of the field. Surveys by the American Hospital Association,[2] the Medical Library Association,[3] and Dr. Alan Rees of Western Reserve University,[4] have shown that the most common medical library in the country is the small hospital library, in a non-teaching, community hospital, without a trained attendant or regular hours of opening. Necessarily such libraries give hardly any kinds of professional service and are essentially a storehouse of minimal usefulness and maximal frustration. (I do not mean to imply that all hospital libraries are like this, of course. There is a continuum between the poorest and the best, just as there is in the medical center libraries, and the ends of the two groups tend to be interdigitated.) Although the voices of other larger medical libraries are heard asking for new, better, and more expensive wares, the needs of these hospital libraries are usually unheard or unheeded.

I have mentioned already that the national goal is to provide every citizen, no matter where he lives, with the opportunity to obtain the best medical care known. In actuality, of course, neither good medical care nor good medical information services is available to large groups of Americans: the poor, the poorly-educated, and those living in depressed areas, both urban and rural. Just as public libraries have begun to realize that the traditional services it offered and the attitudes it held were not meeting the needs of large bodies of citizens, and so started to change to make their wares more relevant to present conditions, so medical libraries might well reconsider their traditional role in the provision of medical information and design a system which abandons unalloyed egalitarianism for tailored responses to different levels of needs. It is obvious that there are great differences among health workers in their needs for medical information and their ability to use it, and one vast, monolithic attempt to blanket everybody with the same kind of service is bound to fit only a very few people and a very few needs. It would also appear to be a waste of the nation's resources, because although much money would be expended this

would not provide the means to solve the varying problems and thus assure that everyone got the answer that was necessary for his needs.

II. Uses of Medical Literature

This problem is more acute now than it has been in the past because of the rapid proliferation of additional workers in the health care field: the physician's assistant, the pediatric nurse practitioner, the dental assistant, the radiological technician, the physical therapist, the community worker, the laboratory specialist, the nurse anesthetist and all the myriad of other assistants who are "multiplying" the highly-trained physician or dentist or nurse in our society. These people will not be able to handle the same literature as the highly trained scientist or the physician. Without considering these people merely "ignorant physicians" it still must be realized that there will have to be an entirely different kind of literature, and that there will have to be a different kind of service for such people. None of the systems which have been suggested or provided so far seem to take into account the needs of these groups of people. What they need are evaluations of the literature and a single answer rather than a complex of detailed and unweighted information. More important than a lengthy bibliography to these people, (as indeed to the general practitioner off in a cul de sac of medical learning and research) is the need to speak to somebody who knows his own field. More than a list of literature, the practitioner at all levels needs a consultant and I believe that one way in which the medical library in the future may perform its services to the practitioner more usefully than it has in the past is to act as a switching device between the questioner and the specialist-a real live human specialist. In addition, for the para-professional, I believe the medical library of the future will have to provide value judgements and come up with actual recommendations.(7) Up to now this has always been shunned by medical librarians--and rightly so, since few of them have been so well trained in the field that they were able to make professional value judgements in

medicine. We will need a different group of medical librarians in the future to take care of the needs of different groups of users of medical libraries.

Such librarians are likely to cost more, though perhaps not as much as the generally accepted proposal to blanket the whole country with a highly sophisticated system for storage and retrieval of medical information, patterned on the idea of the telephone network, where each individual anywhere can tap into the system from his own instrument and without having to learn how the system works. The latter system appears to be more expensive than society as a whole is willing to pay for; nor do practitioners seem to be inclined to pay for it individually, since it gives them more information of the wrong sort than they need;while many research workers cannot even afford it. Just as the largest number of medical libraries are in small community hospitals, so the largest numbers of health professionals are in solo practice or in small community institutions, and I reiterate, the needs of these practitioners is not for long, involved, detailed studies spewed forth by the yard (even if they could obtain copies of the studies referred to by these answers), but for a specific answer to a specific question, generally along the lines of, "What do I do now?" The newest paraprofessional worker, therefore, might well be the PIA: the Physician's Information Assistant, trained both in biomedical knowledge and in methods of locating and evaluating biomedical information, to be paid for by the group or small hospital in which the majority of health professionals work.

Let me then sum up what I believe, and what I have been trying to say. Up to now the needs of those who are working in the field of biomedicine are varied. The scientist and the clinician working at the cutting edge of the field need an extensive view of the literature: they need to be able to get it quickly; they need to have it in many languages and from many places; and they wish to be able to evaluate it themselves. Theirs is usually a long-term problem on which they are working, rather than an immediate problem represented by a patient who has a certain puzzling

illness. On the other hand, the general practitioner is usually too busy or too far away from the sources of information to be able to use the literature in this way. He comes to the information store with a problem-oriented question; he wants an immediate answer. He does not want the literature itself, he wants the condensation of the literature, and he is better served by being put in touch with a specialist, who has himself worked in that field and who can give him the answer without many intermediaries. Here it is, I think, that the medical library can act as a switching device. For the ever-larger group of paraprofessionals coming into the biomedical field, on the other hand, I believe that a librarian who makes value judgement and who synthesizes literature for the inquirer answers a need that has been neglected in the past and that ought to be served in the future. To reach this goal, we need to invest in a new paraprofessional worker-the Physicians's Information Assistant, who, like the detail man in the commercial pharmaceutical firm, goes from physician to physician finding out what problems exist and bringing back the answer the next time around.

III. Newer Technologies

I do not mean by what I have said up to now that we should abandon the research worker and the clinician in the large medical center or research institution whose work is new, not derivative in medical knowledge. These people are our hope for the future growth of biomedical knowledge and for the education of succeeding generations of biomedical workers. Money invested in providing them with a knowledge of what has been thought, said, and done elsewhere is an investment that pays off greatly. Such people have an ever enlarging need for information, both as scientists and in their role as a vital part of the chain of information transfer which assures that what is learned today will be known tomorrow. In some ways, of course, they may be blamed for what Lukasiewicz (5) calls, "The Ignorance Explosion" through the profusion of their publications. On the whole, however, this group has been the best served in

our society by presently operating systems of information transfer; and since they are usually connected with an institution, they have access rapidly to the expensive indexes and abstracts, the newest technical devices for storing and retrieving information, and can obtain a conspectus of the literature as a whole as soon as it is published. Perhaps they need more of the same rather than entirely new systems: more reviews of the literature, more synthesis of small facts, more Selective Dissemination of Information systems, more access to more journals reporting small advances.

It is for these people especially that such computer systems as are provided by Chemical Abstracts, MEDLARS, and MEDLINE have the greatest advantages, and it is this group that considers it part of their research to learn the details of these systems and thus get the most out of them. These newer computer technologies tend to be part of their armamentarium as soon as the systems become available anywhere, especially the younger and newer members of the group, not yet part of the establishment "Invisible College." Since these people need help in searching the literature which can only be done well by someone with a sound background in their field of science, it is not uncommon for them to have a bibliographic assistant or information officer in their departments to serve them, or else they use Information Services, such as the Brain Information Service at UCLA. It is unlikely, however, that a one-to-one relationship between such a person and the scientist can ever come about in our conomy, due to the paucity of such information assistants, the disinterest of bench scientists in taking on this role, and the dearth of money to support them; but the presence of a few in each large institution might serve to "leaven" the whole mass and further medical knowledge.

One way for solving a great many problems which has been touted recently, is the network. For our discussion, we can define a network as a group of libraries or information services, or people, or institutions who come together for a purpose which they will carry out jointly, and in which there is a series of nodes leading

one to the tohers. There are many forms of networks from the simple reticulated one to the hierarchical one which is centralized and authoritarian. Just as there are many kinds of networks, so there are many problems attached to them. While many people have held out hope for the advance of librarianship, particularly medical librarianship through networks, the real difficulties which have occurred have made many people less sanguine about their future than was true a few years ago. A survey of library networks by Dr. Edwin Olson of the University of Maryland(6) has shown that the only ones that tend to be successful are those in which someone else pays for the costs of the network or when the network works under a strong leader who forcefully presents his ideas to the group and allows them to feel that it is a joint decision. Networks, like political parties, tend to be a series of compromises: yet only a modicum can be allowed if a network is to remain viable and not fall into many pieces.

The most successful network, outside of governmental ones, has been the OCLC (Ohio College Library Center) which has provided computer services for cataloging, and now for other things, to a group of some 80 libraries in Ohio. It is now attempting wider uses through extensions, to the Five Associated University Libraries in New York State (FAUL) and to NELINE II, the New England Library Network. The reason that OCLC has been so successful, in my opinion (besides the fact that it was originally set up with a large sum of money from non-member budgets), is that it takes into account the desire for individuality among librarians and libraries, and the real costs of changing an old established library in order to conform to the rules set up by a new network. It is easy for a library of five books, for example, to change its cataloging system, but a library of five million books would find this a very difficult, and expensive, and a time-consuming matter. The OCLC has allowed libraries to vary its outputs in many more ways than any other network has found possible, moreover, it has allowed them to manipulate a record from the store without changing the store's original work. This helps solve the emotional problem of the librarian who feels that a professional decision has been taken from his hands. I believe that networks which require the individual library to give up a share of its autonomy is bound to run into difficulties. Permit me to give you two

personal experiences bearing on this topic. The Washington University School of Medicine Library runs PHILSOM, a serials control network of 7 medical libraries throughout the country, including the National Institutes of Health Library in Bethesda, the University of Texas Medical Library in San Antonio, the University of Utah in Salt Lake City, the University of Missouri in Columbia, the University of Illinois Medical School in Chicago, and the St. Louis University, as well as ourselves. PHILSOM controls the serials of all these libraries via a computer and batch processing for approximately two to three hundred dollars a month per library, and provides each library with up-to-date housekeeping information about its holdings in printed form, claims notices, binding information, fiscal accounts and so forth. Our problems with this system are partly due to the fact that we "backed into" running a network, for we were using PHILSOM for ourselves only when we were asked to add a few other libraries, rather than designing the system as a network to start with. The problems which we run into in this system is that every library likes to have so many variations on our standard operations. It is necessary, of course, to have standardization in order to get the advantage of joint action and economy of scale. This is a problem which is small in our setup, but which would be larger if we had a larger number of libraries or a union book catalog instead of handling journals.

Similarly, we sell our computer-produced catalog cards--or I should say, we try to sell them. The reasons given for not purchasing our cards are, in essence, "In our library we do it slight differently." Just as the OCLC has been so successful, because in it one can, indeed, "do it slightly differently," future networks will have to be more flexible and permissive than has been true in the past. How to do this will take thought and experimentation.

III. Newer Technologies

Most networks in biomedicine today depend heavily upon newer technologies, especially the computer. One need only consider the use of the satellite to bring

medical information into remote areas of Alaska from the resources of the Pacific Northwest Regional Medical Library, part of the network of the National Library of Medicine, to see an example. The use of long-line computer telephone hook-ups to bring MEDLINE to medical libraries around the country is another example. Electrostatic copying and even holography perform useful and new tasks in the transmission of medical information.

I have mentioned MEDLINE several times already. This has been one of the most successful of the newer technologies offered to medical libraries in the recent past, and the National Library of Medicine is to be commended for having developed it and made it available nationally. Its success has been due in part to the sound planning and the experience NLM had with the predecessor systems, MEDLARS and AIM/TWX partly because (unlike MEDLARS) MEDLINE is an interactive system which the inquirer can use himself without the interposition of another person. It is simple enough so that the biomedical worker, especially the young research worker or student, accepts it happily (7), since he does not have to learn complicated systems more appropriate to the specialist in information science. He does not have to be knowledgable about Boolean algebra, but can play a kind of "20-questions" game with the system, which allows him to modify and change his search as preliminary results come in, just as he would do if he were searching for information manually in a set of books or other documents. This important, useful, and powerful tool may very well change the system of medical information transfer and thus of medical libraries, but MEDLINE has been in operation nationally for too small a time to give the outlines of this clearly. It is hoped that money will be made available for further experimentation and expansion of this and similar systems; for here a large set-up and the services of many different kinds of people will be necessary.

IV. Copyright

Since all systems for transferring biomedical information are bibliographic

(that is, they point to where the information is, rather than giving the data) it is still necessary for the inquirer to obtain the documents referred to. It is here that document procurement service, run by the Regional Medical Libraries, under the National Library of Medicine and the Medical Library Assistance Act, and the library programs of the Regional Medical Programs have been most useful. Whether this can continue as it has, however, is a question, because of the question of copyright. If the case against the government by Williams and Wilkens, now about to come before the courts, is won by the publishers, then the cost of producing interlibrary loans will increase. Whether this is in the public interest is questionable, and so it seems appropriate to bring to this Commission the need to have Congress revise the copyright law on which it has been working and on which it has appointed an advisory group, so that the country can have a clear idea of the best way to treat those who produce our scientific and scholarly publications. The problem of copyright has been muddying the waters of librarianship, and the transmission of scholarly and scientific information for too long. It is time for something to be done one way or the other, and I believe that this Commission, as well as scientists and scholars in general, should put pressure on Congress to see that a swift completion of the new legislation comes about.

CONCLUSIONS

Let me try to sum up the things that I have been trying to say. First of all, there are many users of medical information, and it is in the public interest that all of them be served adequately. Many users have many different kinds of needs. That means that one great, national, monolithic system will not be equally successful for everyone and may well not be relevant to many. A greater attention should, therefore, be paid to the differences among users of biomedical information; and collections and methods should be devised to help each other to the greatest extent. This will require not only money but different kinds of individuals to go into the field of the transmission of scientific information than has been true in the past.

Secondly, new forms of biomedical information-transfer-assistants will be necessary in the future: the Physician's Information Assistant, who can search and synthesize the literature and make value judgements on a problem-oriented request, and the research scientist's Bibliographic Assistant who can feed information to a worker continuously and in all forms. The medical library as a switching device between the general clinician and the specialist will also be necessary.

Finally, I call attention of this Commission to the way in which the copyright situation has emasculated the ability of the libraries to bring all kinds of information to anybody anywhere, and have suggested that a very important thing in the future of the transmission of biomedical information is the need to have the copyright law re-written to be clear and easy to use. As for the future of medical libraries, I have said that medical libraries follow medical practice, medical care and medical teaching. These are in a state of violent change at the moment. We know that the pattern of medical care which has been evolving in the United States over the past few hundred years will probably be changed drastically within the next decade. In order for medical libraries to perform their functions as the transmitters of the information needed by these new forms of practice, it will be necessary for them to broaden their subject scope of the collection, their subject knowledge, their ability to work with different people. I believe that it is incumbent upon the medical profession itself, to help in devising ways of bringing information to all the people who need it, and I believe that in this kind of endeavor the medical library should not be a passive instrumentality, but should be a dynamic member of the group which holds as has been said by the Bible, "I labor not for myself but for all those who love learning."

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he Delivery of Medical Information in the 1970s*

By Estelle Brodman, Ph.D., *Librarian and Professor of Medical History*

Washington University School of Medicine
St. Louis, Missouri

STRACT

some of the effects of changes in medicine and economic situations in general on the provision medical information are discussed. These effects correlated with conflicts between the demands different classes of users of this information and levels of service due to changes in the characteristics of people entering the field of medical arianship.

S a result of the enlargement of our library ters at the Washington University School Medicine, we have been giving considerable ught to changes in the delivery of medical ormation in this decade. While changing the sical library, we had been considering ways which we should change the services we ered.

We had put down on a blackboard all the luences we thought would have major impact on the demands for services from our library and the ability of our library to meet those demands. We found that there were some nine ments we felt were going to be crucial, and t they could be grouped into those due to changes in medicine and the economic situation in general, those which were due to expected conflicts between demands of different oups of users, and those changes which would me about because of the different characteristics of people going into medical librarianship the decade.

I have tried to show the relationships as I them in a diagram in Figure 1.

Medical Care Delivery

If you look at this diagram, you will see that, a sense, all the elements involved impinge on one another into a kind of Wheel of Yoka, whose philosophic concept is that the ing can be looked at from any angle, that many different parts can be considered as the hub of the wheel, but that all parts must be viewed together if one is to arrive at a concept of the whole wheel. For the purposes of this talk, however, I would like to discuss each of the elements separately.

Let me talk first on the item which I think will be the most important, namely the changes which will occur in the provision of medical care in the United States, and try to outline what effects this will have on how medical libraries deliver medical information services.

At present, there are some fourteen bills in Congress which will change the practice of medicine in the country, and while they differ from bill to bill they all have as their aim the provision of more complete and more easily obtainable health care for a larger segment of our population through prepayment plans and through government subventions. It will probably be some time before the final law is passed, and then it will take some time to get the new system working in full gear. The Fiscal Year 1972 Budget just presented to Congress by President Nixon contains no provisions for implementing any new health care program, so that it will probably be the middle of the decade before such a program will actually make much of an impact on most citizens.

Nevertheless, there are certain changes which are going on now that are important for medical libraries to consider: while the tooling up for the new system, whatever plan is finally adopted, will bring still other pressures on the delivery of medical information systems. For example, if larger numbers of patients will be seen, it is inevitable that larger numbers of personnel will have to be provided, trained, and given quarters and equipment. There are many ways to train additional personnel, and I am sure you have heard all of them touted. If one wishes more physicians, one can start additional medical schools, with the enormous cost of new

* Keynote address, Conference on Medical Libraries, Dallas, Texas, February 18–19, 1971.

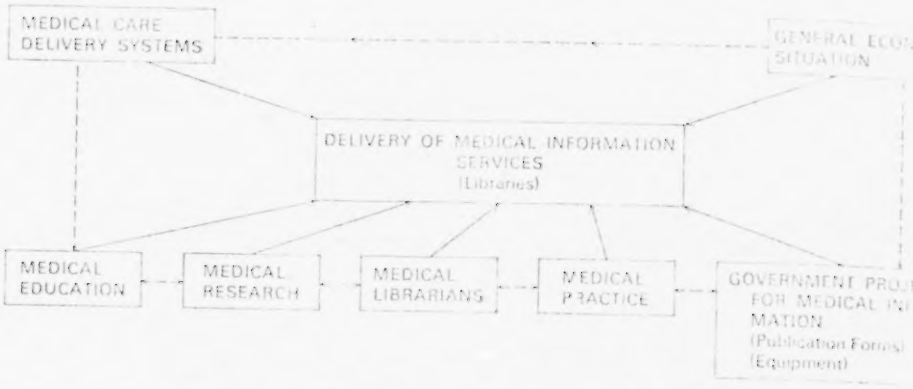

FIG. 1—Impacts on medical information systems in decade of 1970s.

buildings for classrooms, laboratories, and hospitals. One can require the existing schools to increase the size of their classes or have more entering classes each year. One can streamline the medical school curriculum so that the more esoteric subjects are not presented to the students, or just cut out vacations and condense the present schemes of education. One can train more teachers or require those already there to spend more time on teaching and less on research or even clinical work. One can become an intellectual Bourbon and decide that only a few health practitioners need to be trained at a high level and so turn out many partially-trained persons for routine service, while educating a small elite group as consultants and problem-solvers.

I suspect that in greater or lesser degree all these things will be done. The layman who holds the purse strings always tends to have difficulty in understanding the need for research, particularly research which is not followed closely by application. Moreover, most of these people see a linear relationship between numbers of people and money and results obtained—as if, since one woman can produce a child in nine months, nine women could produce one in one month. We have already seen the present administration downgrading grants for biomedical research and training in favor of more "businesslike" use of federal moneys for development programs, and I believe we will see more of this in the next few years.

Also, I believe we will see increasing in number the paramedical worker who will take the burden of routine care from the busy physician and become the primary health official for [illegible] of our population. We are already seeing [illegible] development of pediatric nurse specialists, [illegible] M.D. radiographers, pulmonary [illegible] nurse-midwives, and assistant physicians, [illegible] are trained halfway to being full-fledged phy[illegible]cians, and who call on the physician only [illegible] post-audit or when they encounter a prob[illegible] beyond their capabilities. Such a system [illegible] used by the Russians in the late 19th cen[illegible] and is still in use today by the World He[illegible] Organization, which sends such health assis[illegible] into the jungles of Papua and New Guinea [illegible] the steppes of Outer Mongolia. In Missouri, [illegible] have seen it used in towns so small, or otherw[illegible] so untavored, that they could not attr[illegible] resident physician at all.

Because there will be so many more pati[illegible] to handle when health care will be prepaid [illegible] a freely accepted right, the present tend[illegible] toward group practice and hospital, [illegible] domiciliary, care will be intensified. It is [illegible] economical to gather all the people one ha[illegible] see in one place, rather than to spend ti[illegible] going from place to place. But to bring pa[illegible] together, one needs to have a clinic or ho[illegible] or a set of group offices. With the larger p[illegible] population, such clinics and small hospit[illegible] come financially feasible, and in them one [illegible] bring together more equipment than is re[illegible] able to expect in any individual physi[illegible] office. Even in rural areas and small t[illegible] therefore, I think we will see more group [illegible] tice and more small hospitals of the Hill-B[illegible] type. With more patients, also, and more phy[illegible] cians, one can expect to see more spec[illegible]

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and perhaps also a slight raise[illegible] of medical care by the mere [illegible] worker will always have hi[illegible] evaluate what he has been [illegible]

What effects will these il[illegible] cians, more group practice, [illegible] workers, less domiciliary c[illegible] medical library? There are, I [illegible] or five results.

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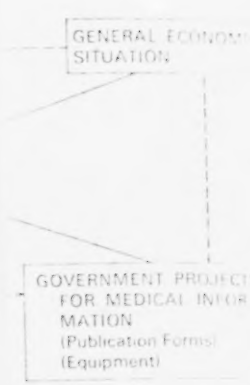

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and perhaps also a slight raising of the standards of medical care by the mere fact that the health worker will always have his peers around to evaluate what he has been doing.

What effects will these things—more physicians, more group practice, more paramedical workers, less domiciliary care—have on the medical library? There are, I think, at least four or five results.

First of all, I think we will see more small libraries in these group clinics or small hospitals than there have been in the past. Moreover, with more specialists studying puzzling cases, the library will be at hand for the most important kind of continuing education—the response to a need—and perhaps here again medical care in the U.S. will improve slightly as a result.

But the users of these libraries will not be the homogeneous group which medical librarians have been used to serving in the past, but other people with all levels of education, with variations in ability to use the literature and libraries, and representing a greater breadth of interest. To serve them, many medical libraries will have to broaden their concept of what should be in a medical library and acquire material in many more fields than at present, not perhaps on a more superficial level than they do for scientific medicine now. This will be particularly important, of course, in those areas where medicine, sociology, and economics converge, but it will have significance for other subjects, too.

Not only will the subjects of the material collected by these biomedical libraries change, but the form of the publications is likely to be different. It is in the fields ancillary to medicine that the greatest growth of audiovisual materials has been seen, and we may expect that libraries which are serving a large component of paramedical workers will be required to obtain many more training films, slide reviews, videotapes, and closed-circuit television programs than the more traditional medical library. In turn, this will have implications for the physical quarters of the library and the kinds of people who will be needed to service such material and its equipment in the future. People, indeed, may be the greatest difficulty: for the kinds of services which are needed by hurried paramedical workers without much experience in using libraries or working with the literature go beyond the simple document procurement which is more common with a body of readers who are sophisticated searchers in the field. The new biomedical librarian may find himself changing from the picture in the definition of William Warner Bishop, of being someone who doesn't know anything himself but merely knows where to find it, to a person who makes value judgments for readers. I foresee much more reviewing of the literature by librarians under these circumstances, with the provision to the reader of either a capsulated answer or a few pages of text. To this group, at any rate, the librarian may become more than merely a switching device.

But all during this period, the clinician, and particularly the specialist clinician, will also be at hand, with the demand for information on the small advances and also for the wide range of literature so vital for understanding changes and new concepts. How to provide each group with what it needs within economic constraints and with the same staff in the library will be one of the problems of the new biomedical library administrator.

These, then, are the changes which I think will come about in medical libraries because of the changes in which medical care is provided in the near future. The provision of medical information is naturally a parallel operation to the provision of medical care; it takes its *raison d'etre* from the forms of medical care delivery, and it bends and changes as medicine itself changes. Whether one calls the medical librarian the information officer, the literature scientist, or the manager of information services, this is what medical libraries are all about, and the provision of medical information is the purpose of libraries.

But such services are influenced also by the general economic situation, which in turn impinges upon the kinds of people who enter the field; and it is these two topics which I should like now to consider.

Economic Pressures

No one today needs to be told that this country is in the midst of an economic crisis. As a result of this crisis, government subsidies for biomedical research and training have been cut, as mentioned above, and this has in turn brought severe economic pressures on the institutions with which most medical libraries are

connected and from which they derive a major portion of their financial support. As a result, the medical libraries are also in financial difficulties, and such experimental projects as the use of computers in biomedical libraries are in for much more searching examination than they have had in the past. Even in the fields which are more traditional with such libraries, there have been severe cuts. In medical school after medical school unfilled positions are being abolished, raises are not being allowed in spite of the increase in the cost of living, staff is being fired, the purchase of books and journals has been drastically cut or put on deferred basis, and those libraries who have not managed a new building already are being told there is nothing for them in the foreseeable future.

Having stated the sad facts of present day life, I ask again, "What effects will this have on medical libraries?"

Well, not all of them will be bad, in my opinion. For example, I believe that the searching examination of the returns we are all getting from the great amount of money and effort we have expended for computer research will give us a sounder basis for continuing along certain lines and will take from many librarians the tremendous pressures to use computers merely because of their prestige value.

Another positive value of the present economic deepfreeze is that it might just result in real cooperation among medical libraries. Cooperation is a term to which all librarians give lip service, but to which few of them wish really to commit themselves. There are many reasons for this, as shown by a report on some eighty cooperative library ventures made by Dr. Edwin E. Olson at the University of Maryland, but the most important are the disinclination of most librarians to give up any of their authority or individualty and the jockeying for position which goes on in such circumstances. When to these are added the feeling of many librarians, especially those of larger and better endowed institutions, that they will be on the giving rather than the receiving end of the scheme, cooperation frequently turns out to be a word rather than a deed. The unseemly squabbling among medical librarians before NLM designated the nine Regional Medical Libraries is an example of this problem.

Economic pressures, on the other hand, may bring real advantages to interlibrary cooperation, and the financial need to cooperate in order to obtain goods and services which cannot be obtained individually may temper the opposition of some librarians to changing their libraries to conform to a cooperative pattern. Manipulation of computer programs for a group of libraries may not cost much more than manipulating them for a single library, for example, as we are finding in my library, where we have been acting as the computer center for serials control for a group of medical libraries one as far away as 1000 miles from us. Instead of the usual cliché, "Publish or perish," we may see the growth of a new cliché, "Cooperate or perish," and the end result may be worth the problem solving involved.

There is a time for expansion and dynamic enlargement of one's sphere of influence, but there is also a time for consolidation, evaluation, and reflection. The present economic situation, I believe, will provide us with that time, *nolens volens*. From this plateau we may expect to take off to the next phase of expansion. For many libraries it will be a period of running very hard to stay in the same place, but for a few, it will be a period of planning and dreaming which will result in immediate action when funds again become available.

Government Grants and Medical Libraries

Libraries are like the disadvantaged in our culture, the last to be given extensive funds through grants and subventions and the first to lose these when the economic situation becomes tight. Libraries, therefore, like the poor never have the feeling of certainty and assurance of continued funding that is part of the background of some other parts of our economy. As Scott Adams once noted, librarians are so unused to having money that they don't really know how to use it when they have it.

For the past few years, medical libraries have been recipients of small amounts of money under the Regional Medical Program and under the Medical Library Assistance Act. They are just beginning to reach the point where the planning for the use of grants under these acts had been completed and the first tentative steps toward implementation were being taken when money began to be tight. The frustration which has led to is compounded by apparent

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Grants and Medical Libraries

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ndred miles away —should one bow?

And if the Regional Medical Libraries will
working mostly under contracts, how will
bargain with NLM for recompense? Ob-
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Again, if contracts become the means for paying for extramural services, what play is given to the possibility for trying out new things, of experimenting with new ideas and new attempts? The decade in which we are living may see medical librarians in the role of shopkeepers who sell their wares without too much say about what wares they will stock or how they will merchandise them.

Of the two programs, those under the Medical Library Assistance Act and those under the Regional Medical Program, only the second has really made much difference in the delivery of medical information. I believe that in large part this is due to the fact that most of what has been done under the Medical Library Assistance Act has been determined centrally in Bethesda and has covered vast tracts of land, while the work undertaken under the Regional Medical Program has been what the librarians themselves wanted to do for small and homogeneous territories. There will soon be another chance to revise the Medical Library Assistance Act, whose authorization ends in another eighteen months or so. I expect and hope that the present examination of the bases for the Act, now going on at NLM, will result in changes which will make the program more productive in the future than it has been in the past; but unless there is more input to the designers of the system by the practitioners in the field, the result will be sterile.

Power to the People

All the changes which will occur in medical information delivery systems in this decade will be planned and carried out by people; moreover, it is the people who are the touchstones of the success or failure of the system. What, then, may we expect to see in the kind of people who will be entering medical librarianship? With the economic situation as it is, we may expect, I think, that many people will continue their formal education for longer periods. Perhaps this will give us a better-trained group than we have been able to find in the past few years of shortages of librarians. With a job market as tight as the present and foreseeable future presents, we may find standards for performance of librarians becoming more stringent, and this may end in a certain elevation of the level of medical librarianship.

On the other hand, with little movement within the profession and with comparatively

small amounts of money for experimentation into, and trials of, exciting new approaches to the delivery of medical information, we may also see the brightest minds refusing to enter what they consider a static profession while much less aggressive, more conforming, less imaginative people become medical librarians. If this is so, I believe that when money again becomes available, medical librarianship will probably repeat once again the cycle of timidity, lethargy, and passive acceptance of the status quo which characterized it for so long and which was just beginning to disappear in the 50s and 60s. You will note on my diagram that I have put the box labelled "Medical Librarians" in dead center of the picture. I did this because I feel so strongly that this group will determine whether medical libraries are the main channel for the delivery of medical information or whether society will create a different institution to do this work.

Like the old soap operas, therefore, I can only end this segment of my talk by saying, "Will medical librarianship meet the challenges of the 1970s, and will it be able to serve the new users of medical libraries in new ways, while continuing to provide the traditional consumers of medical information systems with the material they need? Tune in in 1980 and see."

Conclusions

How can I sum up?

I can say that medical librarianship follows the course of medicine, which it serves; and because medicine is now changing in outlook and in funding, so will medical librarianship.

I can say that what will come out of the period of uncertainty and financial stringency which we are just entering will be not very different from what we are now striving for but will be achieved with more difficulty and confusion, perhaps, than we have experienced in the past decade. I foresee few new bold schemes, but rather a consolidation of the advances made so far.

I can say that I believe the Medical Library Assistance Act has done less for medical librarianship than we had all hoped for it and that the library components of the Regional Medical Program have done more, but more diffusely. Therefore, in the extension of the Medical Library Assistance Act I look to many changes in concept.

I believe that the reactions of the members of the biomedical community to lessened services from medical libraries will be the acid test of how successful we have been in past years in becoming indispensible to the forward movement of medicine and the presentation of excellent medical care to all our citizens.

Finally, I believe that the reactions of librarians to this darker future will tell much of their commitment to some of the shibboleths of recent times and of their ability to use slow time to good advantage. For in good times and in bad we need to follow Walter Pater's dictum, "What we have to do is to be forever curiously testing new opinions and constantly new impressions."

Summary: This should be shorter than the manuscript. It will serve as an abstract for abstractors abstracting summaries for abstracting journals.

—Alexander Kohn. *Principles and Methods of Obscurantism.* New Scientist 45: 214, Jan. 29, 1970.

Gynecology: an

ABSTRACT

"Gynecology" is derived f
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Statement of: Lawrence W. Towner
Director and Librarian
The Newberry Library
60 West Walton Street
Chicago, Illinois 60610
Tel. (312) 943-9090

To: The National Commission on Libraries and Information Science

Mr. Chairman, Members of the Commission:

I am Lawrence W. Towner, Director and Librarian of The Newberry Library, a privately-endowed, independent research library in history and the humanities. I am pleased to have the opportunity to present to the Commission some recommendations for the support of nationally important research institutions such as The Newberry Library.

The basic problem faced by such libraries--whether the research branch of the New York Public Library, The American Antiquarian Society, The Folger Shakespeare Library, The Newberry Library, or the Henry E. Huntington Library--is one of growing obligations and relatively diminishing resources.

The increasing obligations are a direct consequence of national policy decisions, particularly since World War II, that made education through the college level (and beyond) not the province of the few but the right of all those who can profit from it. The consequences of these decisions can be seen in almost any statistic one cares to mention: increased numbers in college, increased proportion of total population in college, increased numbers of advanced degrees, increased numbers of faculty, increased Ph.D. degrees, and increased scholarly research and publication.

All of these statistics are reflected in increased demands on the great privately-endowed independent research libraries for services, for library materials, and even for financial support for research and publication on the part of the rapidly growing scholarly community.

At the same time, the general inflationary trend in the cost of everything (from paper clips to salaries, from utilities to journal subscriptions, and from current books to antiquarian books) has made great inroads on the libraries' available funds. Even the wisest management of endowment and the most vigorous fund raising has not allowed the research libraries to keep up with regular acquisitions, let alone to grow at a rate so as to maintain the preeminence as research institutions they currently enjoy. In the case of the Newberry, for example, operating costs only ten years ago were such that some 25 percent of endowment income could be spent on acquisitions. Today operating costs are so high that, even though we have more income, the portion of the budget available for library materials has dropped to sixteen percent.

If rising costs and increased demands continue without relief on the income side, sooner or later all independent research libraries will be in jeopardy. Funds for acquisitions will be absorbed by higher operating costs, and even the books we currently hold will be in serious danger because of paper deterioration and over-use. Then the growing, living collections housed in these institutions of great educational and cultural significance and vitality will become static or decaying collections in dead museums of the book. The danger signals are all flying: they must be heeded.

The remedies for all these ills are not all to be found in the National Commission on Libraries and Information Science, of course. But within its mandate, it can do much.

1. It can prepare and publish a Special Report on Privately Endowed Independent Research Libraries for distribution to the public, to the Congress, and to private foundations.

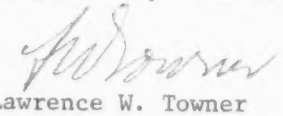
2. It can urge upon the President and the Congress the elimination of certain legal disabilities under which we operate. For examples:

a. To declare privately-endowed independent research libraries public charities for income tax purposes, thus putting them beyond the provisions of the 1969 Income Tax legislation and making them eligible for the full benefits of charitable donations, including gifts of personal property.

b. To declare them "educational institutions," and thus make them eligible for federal support for construction grants and loans, for acquisitions, and staff, etc., as is now the case for other educational institutions, private as well as public.

3. Finally, after establishing basic criteria, the Commission can designate the great privately-endowed independent research libraries as "National Libraries" deserving support for all aspects of their operations, not only from their local communities, but also from individuals and private foundations throughout the United States.

Respectfully submitted,



Lawrence W. Towner
Director and Librarian
The Newberry Library
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Chicago, Illinois 60610
Tel. (312) 943-9090

August 14, 1972

To: National Commission on Libraries and Information Science

From: Donald C. Earnshaw
226 S. Douglas St.,
Lee's Summit, Missouri 64063

Subject: Requested written testimony on subject of "particular interest" to the Commission, being:
THE DEVELOPMENT OF LIBRARY SERVICE IN METROPOLITAN AREAS AND THE RELATIONSHIP OF CENTRAL CITY LIBRARIES TO SUBURBAN LIBRARIES.

1. One basic fact is common to all of the metropolitan areas of the United States, i.e.: The people to be served do not know, nor care, as they live, shop, visit, attend meetings and sports events, about established boundary lines of public library districts, but demand the full range of library services without regard as to whether their need can best be met by an old, established institution located in the central city, or by a close-at-hand newer institution in the same metropolitan area.

2. We find that there is no true acceptance by professional librarians, nor by their trustees, of the concept of libraries as the "Universities of the People," bringing to the people the full range of services throughout the metropolitan area. Too often those concerned with the administration of and planning for central city libraries limit their concept to sophisticated information for business and industry, and services essentially oriented to their remaining cultural and educated population, paying lip service only to the needs of the culturally deprived, the minority groups, the poor, and the unserved. Suburban library systems, on the other hand, find themselves serving those who have been attracted by the newer and more modern facilities of the suburbs, as well as those who have fled the central city for a great variety of reasons, with these suburban libraries finding that the cost is too great, as well as of questionable economic validity, for establishing facilities equal to those built up over the years by the central city library. Without closely knit political and administrative cooperation the chasm between the two grows wider and deeper.

3. In looking at the central city libraries, it is generally true that they are the only major resource, research, and information center within their respective metropolitan areas. But these same central city libraries find themselves with a declining population and tax base with which they cannot even maintain existing levels, either of collections or of services, much less change and expand into the modern demands for information and services. In large measure the central city libraries are confined within boundaries established in the past before the advent of urban sprawl, and, because of the strictures of equally out-dated laws, as well as by the closely confined provincial outlook of those in their administration, they find themselves unable, and sometimes unwilling, to expand to the full extent of the metropolitan area with which they are now confronted. They seek, instead, funding from the State and National levels for their survival as resource and cultural institutions, and include proposed programs for serving the unserved only as a currently popular device, and turn to the hard decision, whether consciously or not, to determine the areas in which they will expend their shrinking revenues, without admitting that they are in need of becoming a part, politically and administratively, of their metropolitan area.

It is at this point that great State and National concern should be had for the more and more probable loss of the central city libraries as a current, live, and relevant source for information, education, research, and outreach in their metropolitan areas. That concern must not be on a basis of preservation of the status quo. The increasingly greater void is only partially being filled by the tremendous upsurge of private, business oriented special libraries, on the one hand, and of information centers concerned with government documents, records, and information maintained by government, whether State or federal, both of which ignore their relevancy to any general public need. It is becoming more and more urgent for there to be a comprehensive re-thinking on the role of the central city libraries and how they are to be brought into the current age we live in.

4. While I may seem to be unduly critical of the central city libraries, without mentioning suburban libraries, may I now invite your attention to suburban libraries?

With the tremendous growth of the metropolitan areas of the nation, most central city libraries find themselves surrounded by suburban autonomous libraries, whether large or small, old or new, serving educated suburbanites in new communities in the urban sprawl, or serving old and small communities. These libraries are also afflicted with restricted boundaries, but, to a certain extent have deliberately chosen such restriction, and furnish only basic services without hope or economic justification of matching the central city collection, and without desire to assist in maintaining that collection even where used by their patrons. Narrowness of viewpoint in the political and administrative needs of the metropolitan area is no exclusive property of the central cities.

5. Instead of presenting any detail of information on Chicago, New York, Atlanta, Los Angeles, Dallas, or San Francisco, in relation to this discussion, may I present information on the Kansas City area?

The Kansas City area is divided by the State line between Missouri and Kansas. The main central city library, administered by the Kansas City, Missouri, Board of Education, is confined within that School District. The Mid-Continent Public Library, administered by a Board of Trustees drawn from the three counties in which is located the City of Kansas City, Missouri, and serves, in those three counties, a suburban population and a territory which is closely approaching the assessed valuation for tax purposes of the central School District library. The School District library of Kansas City, Kansas, administered by the Kansas City, Kansas, Board of Education, and serving an industrial and residential clientele. The Johnson County, Kansas, Public Library, administered by a Board of Trustees, and serving a large suburban population lying to the southwest of Kansas City, Missouri. The Cass County, Missouri, Public Library, administered by the Mid-Continent Public Library but not as a member of that system, and serving a mixed suburban and rural area to the south of Kansas City, Missouri. 92

The city library of North Kansas City, Missouri, administered by a Board of Trustees, and serving a highly industrialized area extremely limited in scope. The Liberty, Missouri, Public Library, administered by a Board of Trustees, and serving an old, established smaller city with a mixed population of college students, older residents, and suburbanites.

In 1966, total expenditures for public libraries in the Kansas City metropolitan area - both Missouri and Kansas - amounted to a little more than $3,000,000 per year. These expenditures are now at a level of $5,500,000, an increase of over 80%, of which inflation would account for approximately 28%. These figures exist without the three major libraries outside of the central school district library having achieved the holdings and the range of services in that central library, and it is evident that public funds will not support these three suburban library systems expanding to the size of the Kansas City, Missouri, School District Library. Population migration aggravates the problem as the tax base moves from the Kansas City, Missouri, School District Library to the suburban areas, resulting in a loss to the suburban population of the investment in the facilities and holdings of the central city library, without cooperative agreements of some nature.

Economic, administrative, and political cooperation has become increasingly a necessity, but with little accomplished as between the suburban libraries and the central city library. If we are to assume that cooperation is inevitable to avoid bankruptcy we must direct our thinking to a total metropolitan area library system and to view library problems as falling into three categories:

(a) The improvement of the quality of holdings, the expansion in the range of services at the library, and the introduction of new technology. These are internal concerns of all libraries at the present time and are not directly related to cooperative arrangements. They would, however, be enhanced by such arrangements.

(b) Achieving maximum accessibility by patrons to holdings with minimum inconvenience to the patrons. This is obviously one of the great benefits of cooperative arrangements.

(c) Improving the management or the administration of this sytem, such as cataloging, book processing acquisition, and storage systems. There is, thusly, no point in having several major systems operating independently of each other with respect to identical management functions.

The third category presents the political problem of achieving some kind of regional governance of library systems. While the State of Missouri has recently enacted into law a far-reaching provision for the consolidation of libraries, political considerations arising from threatened loss of local autonomy remain in the forefront.

The Mid-Continent Public Library, of which I am a member of the Board of Trustees, is the outgrowth of three county libraries, surrounding on three sides the Kansas City, Missouri, School District Library, and, by area, serves approximately 3/4ths of the City of Kansas City, Missouri, as well as a number of smaller suburban communities. This area has been marked, in the past ten years, by heavy population growth, as well as by sharp increases in taxable assessed valuations, while the central School District Library has suffered a loss of population of approximately 60,000. The Mid-Continent system is committed to maintaining units of distribution (branches) within ten minutes or less of driving time, and located, insofar as possible, in areas where people tend to congregate, i.e., shopping centers or near main arteries of transportation. Extensive use is made of inter-branch telephone and teletype service, with daily delivery service by library trucks, so that the system is tied together and is, in effect, one large central library located throughout the service area. An administrative and distribution center is located near the center of the district to provide support services necessary for operation of its processing and ordering of materials, data processing services, and communications center. Administratively we feel that we have no need to try to duplicate depth research materials of the central

School District library, recognizing that the central library can provide the "in house" materials that are needed in the metropolitan area. We feel strongly that, through inter-library loan, materials can be routed throughout the metropolitan area.

6. Central city libraries are crying for money, saying, in effect, that if they are given the money, from whatever source, they will solve their problems. But it should be noted that few are attacking the problems politically or administratively within their metropolitan areas.

Federal recognition is lacking, as is evidenced by the Administration's general lack of support for library programs in its fiscal year 1973 budget, with HEW Secretary Elliot Richardson being quoted from a briefing on the budget conducted on January 22, as saying:

> "Overall support for libraries will be reduced in the 1973 budget. Federal support for the construction of public libraries and for the extension of public library services was instituted in order to stimulate the development and improvement of public libraries. Today, States and localities consistently overmatch Federal contributions. Recognizing this increased State and local support, a reduced appropriation for the public library programs will be requested in 1973."

By way of comment, it should be noted that States and localities also consistently overmatch Federal contributions for schools, but that there is no thought of the Federal government getting out of its examination and support of school programs.

It thus becomes apparent that the time has long since come for there to be a formulation of a national library policy of support for libraries and community information programs, which would serve as the basis for Federal appropriations to be expended under guidelines for cooperative action within the metropolitan areas.

While not intended as exclusive suggestions for the consideration of the Commission, the Commission's attention is invited to its conducting a feasibility study into communications devices, whereby national library centers would be created, utilizing the facilities of the New York, Boston, Chicago, St. Louis, Atlanta,

New Orleans, Dallas, Los Angeles, San Francisco, and Seattle Public Libraries, and designating them as resource centers within specified regions, charged with fully maintaining resource and research information on a national basis, with such materials to be furnished to other libraries within their respective regions on a cooperative basis, and thereby relieving those other libraries of the necessity for procuring such information materials.

Secondly, as to the congested and densely populated parts of any metropolitan area, that federal programs be offered and funded, whereby inner-city branches would be converted into comprehensive information centers for direct service to the unserved.

Thirdly, that any federal program offered would, in any metropolitan area, be the subject of review by a metropolitan area library planning council, with membership drawn from the entire area of service, funded by the federal government and charged with the duty to collect library data on the metropolitan area as it now exists; conducting feasibility studies on what is possible; estimating the costs involved in bringing about full library service to all segments of the metropolitan area; recommending action programs funded at the State and National levels, including political and administrative changes, and then to have the power to give approval for such programs and their funding by the State or federal governments, but also to have the power to withhold such federal or State funding until there be compliance by the library political subdivisions in the metropolitan area.

Respectfully submitted,

Donald C. Earnshaw

Donald C. Earnshaw

548 Rice Creek Ter.
Fridley, Mn. 55432
August 21, 1972

Frederick H. Burkhardt, Chairman
National Commission on Libraries and Information Science
Suite 601
1717 K Street NW
WashingtonD.C. 20036

Dear Mr. Burkhardt:

Thank you for the opportunity to present an opinion about needs in libraries and information science. I shall try to convey some of my observations based on my experience as a suburban library trustee and as president of the Minnesota Library Trustee Association.

An informed electorate is essential to our democratic form of government--certainly this is the major reason for the involvement of government in education: our public schools and public libraries.

Unfortunately I see no uniform commitment by the general public or local officials to supporting libraries. More often than not, it appears officials treat libraries as a much desired amenity for the community--not an essential service.

Improvement in this situation has been most notable since 1958 with federal involvement through Library Services and Construction Act. So it is that I fully support the leadership role of the federal government in collaboration with state and local governments and private agencies to provide adequate library and informational services to meet needs of the American people. The statement of a national policy on libraries will clarify the role of libraries and focus attention on their needs.

Let me now mention some of the needs of Minnesota libraries as I have observed them. We need most to

1) provide normal library service in some of the state and provide the full range of informational services in much of it.

2) maintain major library centers and create a balance of resources throughout the state

3) start, continue and enhance efforts of interlibrary cooperation

4) provide adequate buildings

5) introduce and implement new technology

6) strengthen state agency in its leadership role to provide adequate library service to all Minnesotans

7) provide more in-service training for librarians and trustees.

Many of these needs can be met with the allocation of more money than we currently have. We must see new and expanded sources of revenue for libraries in Minnesota. We can no longer depend upon the property tax alone for our support.... or the major share of it.

Some areas in the state have reached statutory limits for tax levy; others have little tax base to support any governmental service. The legislature has decreed ceilings on current spending and has set strict limits to the property tax burden. I see no alternative to much expanded state and federal funding to support library service throughout the state.

It seems to me, we must see federal-state funding to develop library service in the rural areas of Minnesota currently without county or regional service. I also expect cooperative efforts in our more populated areas will falter and change without steady federal-state financial commitments. This is especially important in maintaining access to our major library centers--whether they be core city, university or large suburban units--if they are to remain healthy resources. However, support for major resource centers in Minnesota must be balanced with development of informational resources throughout the state.

I see no lack of intent to cooperate, no lack of desire to try new technology or new methods of service. What I do expereience in my own suburban-rural county system is probably typical of most other Minnesota county and regional systems. There are severe constraints imposed on our programs and services by a lack of staff, time, but most significantly--money. Our priorities in time, imagination and finances are channeled to meet the fairly common book-film-services programs demanded by the community. That is not to say that we do not participate in several cooperative programs or use appropriate technology. But most such projects have been initiated with state-federal funds.

Providing adequate buildings is essential, I feel, to meet our commitment for adequate information services for all people. At least five regions, serving about a third of the state's area, are operating from ancient,

or overcrowded, totally inadequate buildings.

There seems to be recognition on the national library scene of the changing technology, but this fails to reach the local level in too much of Minnesota. The National Commission, I would hope, could encourage and support projects to further the developing technology. In order to satisfy the library user with information he wants, when he wants it, there is a need for libraries to tie-in to community information systems utilizing the most sophisticated media available: telephone, TWX, cable television, lasar or whatever.

Especially in cable television systems, national leadership is needed to study, test, and if appropriate, to coordinate hardware development suitable for library use. This would seem to need cooperation of other institutions desiring the same capability (post office, newspapers, publishers, others needing print-out capability, for instance) so the processes and hardware would be economically feasible. I also would hope the national interest would be best served by a policy on copywrite that would allow free or inexpensive use of the most sophisticated media available.

Finally, strengthening the state agency in Minnesota and providing in-service training for library people is appropriate to make any of the other objectives truly effective.

There are some very marvelous, forward-looking cooperative projects in Minnesota. There is interest and utilization of mechanization in state libraries. But what I see can and is being done in some areas, and what needs doing in other regions, leaves many Minnesotans without library and informational services adequate to their needs.

I am grateful for the attention to library-informational science problems by the National Commission and hopeful for the solution to our fiscal and technological problems.

Thank you for your attention. I am

Yours most respectfully,

Barbara L. Hughes

Barbara L. Hughes

Statement by
Mrs. Raymond A. Young
for
NATIONAL COMMISSION ON LIBRARIES AND INFORMATION SCIENCE

—

Citizen boards which govern public libraries have a leadership role to play in the development of public library service in our country. It is the trustees who set goals and policies which determine the direction the library will take and the services that will be given. They constantly re-evaluate these policies in light of social and educational changes.

Library boards must be composed of individuals who are sensitive to the needs of their community and the needs of people — individually and collectively. It is the trustees who must make very certain that the library is truly serving those needs.

Equally important, the trustees must let the public know the services which are available. It is only when people know what the public library can do for them and make use of its services that the library is truly serving its function. Moreover, people will spend their money for that which is important to them. So it is only through a broad base of citizen support that the public library can survive.

Library trustees really belong to all libraries and not just a library. Library systems and networks have long been recognized as indispensable. It is only through cooperation with other agencies, schools and libraries of all kinds, that the public library can provide equal access of all materials to every citizen. Trustees are concerned with total library development and not just their own little bailiwick.

There is a continual turn-over in library board membership. Therefore, there is a necessity to inform new members of their responsibilities. Acting as a liaison between the citizens and the library is especially important. A number of tools are available to library trustees, including films, filmstrips, and handbooks. At the same time, it seems to me, it would be well for the National Commission to take note of the importance of the role trustees play and stress the need for constant trustee education, both for new trustees and for those of long tenure.

Another action I would like to see the Commission undertake is to initiate all steps necessary to encourage the calling of a White House Conference on Libraries. For citizens to see the national spotlight focused on libraries would direct their attention to their own library resources. It would also be important for large numbers of citizens to be involved in such a conference.

The Commission can have a very positive influence in recognizing, supporting and encouraging library trustees in their important role and function.

Mrs. Raymond A. Young
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American Library Association

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Testimony by William A. Horner, President, Southwest Iowa Learning Resources Center

My comments will center mainly around the potential of the public library in rural America, although many of the aspects of the public library program that will be outlined could function in an urban setting. I will focus upon the potential force that the public library may exert upon its community.

All too often articles and papers concerning the future of libraries are so esoteric as to frighten librarians away from change rather than urge them toward change. Change must come slowly and methodically, without any noticeable departure from traditional library policies; i.e., serving people with learning materials and providing a cultural input into the life of the community in whatever way fits that community.

The Southwest Iowa Learning Resources Center is not a "public library" per se. Funded under Title III, E.S.E.A., in 1966, the Learning Center was commissioned to provide learning materials to teachers in twenty-two school districts while eliminating all "red tape" usually connected with obtaining such materials. Films, filmstrips, tape recordings, study kits, flat pictures, books, and other materials are delivered to each school building in the eight-county area every day. A WATS telephone line is utilized to call each building every day and confirm the materials order instantly. Utilization of the learning materials has been phenomenal. We have learned that the right materials made accessible at the right moment allow the teachers to make maximum use of them to improve the learning climate. When federal funds were exhausted in 1969, county boards of education and local school districts combined to fund the operation at the rate of $8.00 per pupil. Since that time, with the help of funds from other sources, in addition to local tax dollars, new and experimental programs have been possible through the Learning Resources Center. Enclosed is a brochure capsulizing

each of the programs of the Learning Resources Center.

Cable TV is becoming a reality in Southwest Iowa, as well. It appears the Learning Resources Center will be an origination point for local programming for 6-8 communities in the area.

The critical need of the typical rural public library is one of logistical support. By that, I mean training sessions for librarians and library boards in the use and acquisition of the new media; utilization of space for related "mediated" activities (arts--crafts, drama, film showings); and ways in which to solicit and organize active community support in library programs. The logistical support can also come in the form of a regional supportive agency (such as the Southwest Iowa Learning Resources Center) which is in a position to solicit help from other organizations and agencies to participate in library programs. One of the Learning Resources Center programs, Lifelong Learning, provides 16mm film to nursing homes and county homes in an eighteen-county area. Such related materials as large print books, cassette tapes, art prints, and traveling realia could then come from local libraries. With a central catalog of all libraries, resources could be brought to bear from a large area to serve in an area of great need. With high speed tape duplicating equipment, cassette tape libraries can be initiated for a very small amount of money to begin a collection of non-print materials that can grow. Such other events as photography clubs, filmmaking groups, graphics classes, etc., are low budget easy-to-operate programs that do not require additional staff.

Key to meaningful change in public libraries is the availability of a media support center. Not only does the support center provide the in-service training and organization of materials, but most importantly, acts as a catalyst for other agencies to become a participating force in the library program of the community. Nursing homes, law enforcement agencies, hospitals, churches, city governments, and schools all have basic common needs that a library can and should provide. It is my belief that the library is the only logical agency in the community to provide learning materials and supportive programs to its population. The sooner these programs become reality, the sooner the quality of life in rural areas will improve. With the many advantages rural life has to offer, certainly the cultural and educational programs are its "soft spot." Libraries can meet this need.

FEDERAL COORDINATION
TITLE I E.S.E.A.

In March, 1970, eleven superintendents representing 2/3 of the student population in Area XIV, decided to concentrate their efforts in seeking federal funds through the Southwest Iowa Learning Resources Center. As federal coordinator for the districts, it is the purpose of the LRC to seek federal funds to provide schools with several options now not available for improving the climate of education in their school districts. Specific assistance is given them with their Title I, E.S.E.A., programs, and training and evaluation sessions are being held with Title I personnel to improve reading programs in each school. As a result of Title I (ESEA) funding, a reading clinician has been employed to work with five school districts in assessing students' reading difficulties, prescribing treatment, and training the diagnostic teacher in each school in the execution of the prescriptive treatment for the child.

PROJECT DISCOVERY,
VOCATIONAL EDUCATION ACT, 1968

During the spring of 1971, area superintendents met on several occasions to devise a prog. m that would meet the almost 50 percent of their student population, who will not attend college. Project Discovery is a new approach to career education that was funded by the Special Needs Section of the Department of Public Instruction. Eleven school districts in the area are providing boys and girls at the Junior High School and early High School level an opportunity to use an assessment device system where there are no written forms but rather "hands on" tests. They determine the inherent talents and attitudes relating to the world of work. Students or adults have never had the luxury of knowing precisely what their inherent skills are. Following the assessment phase the student then enters the exploratory aspect of the program where he might experiment with a variety of occupationally related experiences before determining what his major interest area may be. Finally, he enters the projection phase where he may enter suitable training programs in a vocational-technical school or a work experience program in the community. Upon graduation, then, the student would have

(a) at least one saleable skill for immediate employment,

(b) a repertoire of experiences that could be developed into saleable skills for versatility in a changing market,

(c) enough academic background to enter a junior college, should he decide to at a later date,

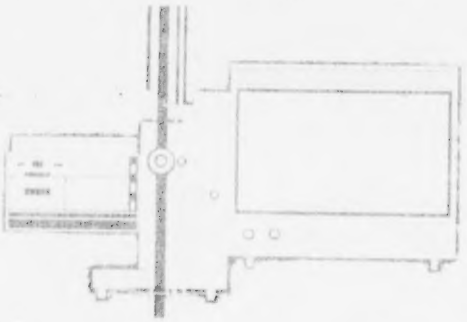
(d) a head start in the pursuit of further skilled training in area vocational-technical schools.

CONSULTIVE SERVICES

The staff at the LRC is primarily interested in assisting with rural educational programs. A notable exception is a contract with the Des Moines Independent School District to provide consultive services for an experimental day care learning center, "Soul Street," located in the Model Cities area of Des Moines. Assisting public libraries, especially the regional library groups, to mediate their book collections and to plan future library services, is another area where the LRC is active. A full graphics production department and staff at the LRC helps teachers devise teaching materials that are not available commercially.

LIFELONG LEARNING

In the summer of 1971, an Older Adults Advisory Council, comprised primarily of older adults, met to determine what could be done to provide meaningful programs to older adults and handicapped persons confined to nursing homes and county homes. They decided to seek funding for a program to provide film delivery on a regular basis to 35 nursing homes and 10 county homes within a fifteen-county area of southwest Iowa. The Southwest Iowa Learning Resources Center received two grants totalling $27,000 from the Governor's Commission on the Aging (Title III - Older Americans Act), and the Iowa State Traveling Library (LSCA). The project makes 16mm projectors and films available to these homes on a regular basis for a one-year period. Nursing home administrators, activity directors, and most importantly, the older adults themselves, have reacted most favorably to the project.

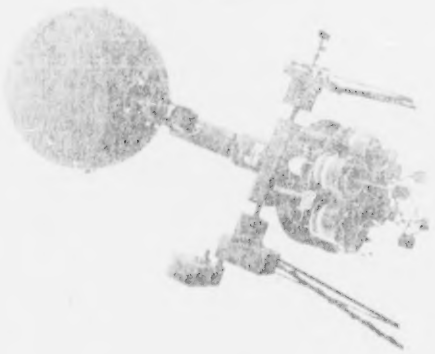


MEDIA NOW
TITLE III E.S.E.A.

An application entitled "Film Now" was approved in August, 1970. The American Film Institute, Washington, D.C. had designated the LRC a model film study site in 1968, and again in 1969, with funds available to provide film study activities in seven high schools in the project area. Project Film Now (now known as "Media Now") is an effort to find out if, why, and how people react to what they see and hear in the mass media. A variety of study [illegible]

MEDIA LIBRARY
TITLE II E.S.E.A.

In 1967, the Montgomery County Board of Education was designated the depository for Title II, E.S.E.A., films and books. Since the LRC provided daily delivery to each building, and was already providing film maintenance and media expertise to the school districts, the LRC then became the distributing agency for the Montgomery County Board of Education. Title II funds since then have been used to add to the media library each year. An Area XIV Media Librarians Group was formed to provide an interchange of ideas and a network of communication on a regular basis.



PLANETARIUM THEATRE

The planetarium is an optical instrument which projects lights onto a 30-foot domed ceiling, thus simulating the daytime or nighttime sky as it might appear from any place on the earth. The "theatre in the round" plus the Spitz A-3-P instrument is capable of reproducing the effect on the sky of the earth's rotation, the revolution of the earth and the planets around the sun, and the revolution of the moon about the earth. Auxiliary projectors produce special effects such as daylight, shooting stars, the Milky Way, and the northern lights. Individual tilt-back seats provide comfortable viewing of the sky for seventy-six people.

The Southwest Iowa Learning Resources Center planetarium opened its doors in January of 1967. The planetarium, the only one south of Des Moines, was made possible by an original Title III grant for the project. An average of 7,000 persons per year visit the facility to see the planetarium shows. Special programs, offered daily and evening presentations provided every year, serve to the general public.

"Sunday's Sky Show" provides the general public an opportunity to see the stars, planets and constellations as they appear during that particular month. The Spitz A-3-P has the capability of showing a variety of the sky as it appears from any place on earth.

AREA XIV SERVICES

Beginning in 1966 with Title III E.S.E.A. funds, the Southwest Iowa Learning Resources Center made teaching media (films, filmstrips, tape recordings, kits) available to each school building in the Area on a daily basis. Each building is called every day. The order is confirmed via the WATS telephone, and delivered to the teacher the next day. Consultative services for teachers and administrators, planetarium programs for school children and night classes for those wishing to learn about the Celestial Educational Development (C.E.D.) have been added since 1966. When the center became operational in 1969, a nonprofit educational organization known as the president of each county board of education in the eight counties and the LRC director were elected to the Board of Directors for the center. County Boards provide $6.00 per student for the maintenance of the project, and most school districts provide $4.00 per student from the local tax dollar.

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Elinor Yungmeyer
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Testimony submitted to the
National Commission on Libraries and Information Science

Question: "Assessment of the value of demonstration projects (such as the Knapp Project) in improving school libraries throughout a region.

With respect to the Knapp School Library Project demonstrations it is difficult to assess the actual impact made by these six school library demonstrations in various parts of the country. Subjective judgment would suggest that the programs, demonstrated, visited and written about, had significant impact on the development of school library/media programs not only in the immediate area of the demonstration school, but also nationally by virtue of the substantial publication program relating to the project.

Although some masters theses and doctoral dissertations have been based on the Knapp Project, had evaluation and research components been a larger part of the demonstrations, the results of such research would have provided data concerning the value and contribution of school library programs to the educational process at elementary and secondary school levels.

While one outcome of the initial Knapp project was the current Knapp School Library Manpower Project focusing on pre-service preparation of school library media specialists, there is little evidence of the influence of the demonstration projects on these six teacher training institutions which were associated with the KSLP. Of great influence, however, is the body of literature of a substantive and provocative nature which developed as part of the publication program of the project.

Of serious concern to school media specialists is the lack of current hard data about the status of school libraries either nationally or in a given region. Statistics related to school libraries are inadequate and often unavailable; more serious is the lack of any substantial body of school library research data on which to base planning for the future improvement and development of programs. While individual school media programs are accommodating in practice to changing teaching

methodologies, curriculum designs and instructional organization patterns, etc., there is no significant research base upon which to build for the future. What existing research there is of relevance to school libraries should be up-dated and expanded.

School library demonstration projects can provide one means of achieving such a research base. There is a definite need for demonstrations of exemplary school library media programs in individual school buildings. Also there is need for demonstration of regional resource centers providing on an area basis optimum supportive services and resources to all school libraries within an area. Such demonstrations of regional centers, not necessarily housed in a school, should be designed to illustrate the full range of consultant, resource, and supportive services available to area school libraries, and might also include in-service training components. The effectiveness of the federally-funded institutes provided during the past years points up the continuing need for in-service and continuing education provision for school librarians and the teaching and administrative staffs with which they work. Such regional demonstration projects could be tailored to meet specific problems and emphases within a region or area.

Any effective demonstration program must emphasize the school library media program and should include the following: library media services and programs shown as integrated with the educational programs of the schools of which they are a part; research and evaluation components specifically designed prior to the implementation of any demonstration project; a variety of methods of communicating demonstration activities and the evaluation of these activities, not only to the library profession but to all the related professional, administrative and lay groups, built into the demonstration proposal; and, planned pre-service and in-service training activities for media specialists and other school staff members as well as for visitors to the demonstration.

What occurs to a demonstration program once funding beyond that afforded locally is also of concern, and suggests that funding for demonstration projects might be sought and granted for innovative and/or exemplary school library media programs on the basis of past effort and performance. Such funding of extant programs would allow for research, intensive visitation programs, and communication about locally developed and supported programs; would allow expansion and refinement of such programs; and should help insure continuance of the school library program once outside funding was no longer available.

It is not suggested that such effort in the area of demonstrations eliminates continuance of effort to secure and increase direct categorical financial aid to all school libraries. With the inception of ESEA, Title II, and the development of school library materials collections resulting from these categorical funds, substantial improvement in school library media programs throughout Illinois has been evident. Hard data concerning this improvement is clearly visible in reports to the Office of the Superintendent of Public Instruction as well as in the increasing variety of materials available in individual schools. This categorical aid has been the most significant element for the improvement of school library service to all children in Illinois. It is critical that such categorical aid be continued, and that funding and guidelines for this aid be amplified to include acquisition of staff and equipment to support effective use of materials in school library media programs for all elementary and secondary school children.

Elinor Yungmeyer
Coordinator Instructional Media
August 25, 1972

Oak Park Elementary Schools, Dist. 97
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CHILDREN'S SERVICES DIVISION
A DIVISION OF THE
AMERICAN LIBRARY ASSOCIATION
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August 18, 1972

Mr. Frederick H. Burkhardt, Chairman
National Commission on Libraries and Information Science
Suite 601 - 1717 K Street, N.W.
Washington, D.C. 20036

Dear Mr. Burkhardt:

Thank you for the opportunity to present testimony to the National Commission on Libraries and Information Science for its hearing in Chicago on September 27, 1972.

In your letter of July 24, 1972 you say "We are particularly interested in your views on the relationship of children to libraries and how the changing demands of this age group affect the service programs of all types of libraries."

Libraries need new directions to reach and serve children of the "Seventies". It is imperative if the impact on children today is to equal, and it ought to surpass, the past contributions of libraries in this special area of service.

Genuine progress in this, as in all areas, is too frequently hindered by inflexibility, mediocrity, a lack of intelligent and realistic understanding of purpose and method.

The needs, and rights, of children are recognized today by more agencies than ever before: physical, emotional, intellectual needs are frequently noted, as well as the material needs that are common to all children. However, few communities proceed to analyze the situation where it is apparent that such needs are not being met. Libraries can make a significant contribution by cooperating, coordinating, and initiating programs that focus attention upon the needs of children. Many libraries are already involved in Outreach programs, and the need for increased participation with other agencies serving the child is recognized. (Attachments illustrating activities - Libraries and Day Care and Community Action - Action for Children.)

The role of libraries in services to children in the "Seventies" includes supporting all services to children, "advocacy"; work with children individually or in groups; work with parents and other adults working with or for children; work with other agencies serving children. The last requires regular communication with other agencies, an exchange of plans and feedback into library activities. Materials, of course, include non-print as well as print, and human resources are also important. Listening and viewing guidance are as basic and important as reading guidance.

Programming needs to provide opportunities for participation, achievement, stimulation, self-direction, including guidance in channelling energies, help in continuing and expanding interests begun in the library. It involves structured programs for groups as well as unstructured, flexible programming with children participating in the planning. Creative programming provides opportunities for children to think, perform, accomplish, enjoy.

The White House Conference on Children recognized these needs. In its Report to the President, recommendations relating to the Right to Read Effort include:

The availability and accessibility of appropriate materials and experiences to meet the child's needs and interests.

The importance of preschool and out-of-school activities with parents and others in the community to cognitive and affective development basic to learning to read.

Creative library service to children is basic to fulfilling both of these recommendations. The Report further recommends:

The success of the national Right to Read effort will depend, in large part, on the availability and accessibility of materials and experiences which meet the needs and interests of all children.

A broad range of appropriate materials should be provided in school media centers and public Libraries, relevant to every child's needs and interests.

With its recommendations relating to Parents and Community:

Libraries should be required by state library agencies to initiate community surveys to determine the kinds and quantities of materials and services available and to identify gaps in such materials and services.

Public and school libraries should coordinate planning to optimize the use of facilities and trained personnel and to pull the community and the school even closer together.

To fulfill these roles and to carry out a viable program of library services to children, adequate staff, materials, and space are required. Strong administrative and financial support must be secured in order to achieve these objectives.

In setting its priorities we urge the Commission to:

1. Recognize the importance and the urgent need for increasing and strengthening library programming for children at all levels of Government - national, state, local. Presently, there is inadequate provision for consultative service in this area at the national level. Less than 25 states have consultants in children's services on State Library Extension Agency staffs. At the local level, when budgets and/or staff have to be cut back, in too many instances the first budgets decreased and positions eliminated are those relating to children's services.

2. Encourage and support a review of the courses presently included in Library Education on services to children. Preparation for library work with children in the Seventies must relate to today's needs, and ought to include not only courses in child psychology and materials for children, but also management, community relations, programming for services outside of the library. Programming for the needs of children in libraries of the Seventies requires personnel with special skills and training.

Librarians working with children can be active agents for changes that are needed in our society. We urge the understanding and support of the National Commission in providing that opportunity.

Sincerely,

Ruth W. Tarbox

Ruth W. Tarbox
Executive Secretary
Children's Services Division

RWT:ldd

Enclosures

NEW TRIER HIGH SCHOOL WEST

NORTHFIELD ILLINOIS 60093

SEPTEMBER 3, 1972

DR. FREDERICK H. BURKHARDT, CHAIRMAN
NATIONAL COMMISSION ON LIBRARIES AND INFORMATION SCIENCE
SUITE 601
1717 K STREET, N. W.
WASHINGTON, D.C. 20036

DEAR DR. BURKHARDT:

THIS LETTER IS IN RESPONSE TO YOURS OF JULY 14, 1972. THE FOLLOWING STATEMENTS REFLECT SOME OF THE CONCERNS FOR LIBRARIES WHICH I FEEL THE NATIONAL COMMISSION SHOULD EXPLORE, ALTHOUGH THEY ARE BY NO MEANS ALL INCLUSIVE OF MY LIBRARY CONCERNS NOR VERY EXHAUSTIVE IN ANALYSIS.

1. THE USE OF LIBRARY PERSONNEL. AS CHAIRMAN OF THE ADVISORY COMMITTEE TO THE ILLINOIS LIBRARY TASK ANALYSIS PROJECT (LSCA FUNDED) I HAVE BEEN INVOLVED IN IDENTIFYING AND EXAMINING TASKS PERFORMED IN LIBRARIES. WHEN PHASE III OF THIS PROJECT IS COMPLETED (PROBABLY IN LATE SUMMER 1973) A PUBLICATION WILL BE AVAILABLE WHICH WILL GIVE ADMINISTRATORS A TOOL WITH WHICH TO EVALUATE THEIR CURRENT STAFF ASSIGNMENTS AGAINST THE GOALS OF THEIR INSTITUTIONS. WE HOPE THIS WILL MAKE FOR MORE EFFICIENT UTILIZATION OF CURRENT PERSONNEL.

THE FIVE-YEAR EXPERIENCE WITH THE PROJECT SUGGESTS THE FOLLOWING TO ME:

(A) EACH LIBRARY OUGHT TO LOOK AT EACH TASK NOW BEING PERFORMED TO DETERMINE WHETHER IT MAKES A NECESSARY CONTRIBUTION TO THE LIBRARY PROGRAM OF THAT INSTITUTION.

(B) SMALLER LIBRARIES OUGHT TO BE PROVIDED INCENTIVES TO USE PROFESSIONAL PERSONNEL CO-OPERATIVELY TO THE END THAT MORE EFFICIENT UTILIZATION WILL BE MADE OF THE PROFESSIONAL'S TRAINING. THIS MIGHT INVOLVE A) OPERATING SMALLER LIBRARIES WITH APPROPRIATELY TRAINED TECHNICAL ASSISTANTS QUALIFIED TO PROVIDE MINIMAL REFERENCE AND OTHER PATRON SERVICES, AND B) PROVIDING MORE EXTENSIVE PATRON SERVICE BY TELEPHONE FROM THE SMALL LIBRARY TO SOME MORE REMOTE CENTRAL LOCATION (AND PERHAPS THEREBY NECESSITATING HIGHER LEVELS OF SUPPORT FOR LIBRARY PROGRAMS FROM STATE OR FEDERAL SOURCES), AND C) SENDING SUCH MATERIALS AS MEET THE PATRON'S NEEDS DIRECT TO THE PATRON'S HOME, REQUIRING HIM TO MAKE ONE VISIT TO THE LIBRARY FOR SERVICE, AND ONE VISIT TO THE LIBRARY (OR A LIBRARY) TO RETURN THE MATERIALS.

(C) LARGER LIBRARIES NEED TO BE PROVIDED OPPORTUNITIES FOR THE CHIEF ADMINISTRATOR OR PERSONNEL SPECIALIST TO BECOME FAMILAR WITH TASK ANALYSIS AS ONE TOOL IN RESTRUCTURING LIBRARY JOBS TO PROVIDE BETTER SERVICE FOR ALL CONCERNED.

(D) LIBRARIES AT EVERY LEVEL NEED TO BE PROVIDED INCENTIVES TO INCREASE THE RATIO OF SUPPORT PERSONNEL TO PROFESSIONAL PERSONNEL, WITH, OF COURSE, ADEQUATE SAFEGUARDS TO INSURE THAT EACH STAFF PERSON WILL BE EXPECTED TO PERFORM AT A HIGH LEVEL, BUT ONLY WITHIN THE FRAMEWORK OF HIS FORMAL

TRAINING AND EXPERIENCE AND THAT THE PUBLIC WILL ALWAYS RECEIVE COMPETENT GUIDANCE AND ASSISTANCE. LIBRARIES OF ALL TYPES ARE PROBABLY UNDERSTAFFED AT PRESENT. THE ILLINOIS LIBRARY TASK ANALYSIS PROJECT SUGGESTS THAT WHILE ADDITIONAL PROFESSIONAL STAFF MAY BE NEEDED, INSTITUTIONS NEED TO LOOK AT OVERALL UTILIZATION OF PERSONNEL IN JUSTAPOSITION WITH SPECIFIC INSTITUTIONAL GOALS BEFORE THEY HIRE STAFF AT ANY LEVEL, AND THAT QUITE POSSIBLY NOT VERY MANY LIBRARIES OR LIBRARIANS ARE NOW EQUIPPED TO DO THIS.

2. CO-OPERATIVE USE OF RESOURCES.

(A) SCHOOL LIBRARY BUDGETS HAVE NOT EXPANDED AS RAPIDLY AS THE INFORMATION NEEDS OF INDIVIDUAL STUDENTS AND THE MEDIA NEEDS OF NEWER EDUCATIONAL TEACHING STRATEGIES. IN MOST COMMUNITIES, IN ILLINOIS, AT LEAST, A STUDENT HAS ACCESS TO EXTENSIVE INFORMATION RESOURCES BEYOND HIS LOCAL PUBLIC LIBRARY THROUGH HIS LOCAL PUBLIC LIBRARY, BUT HE CAN NOT SIMILARLY REACH BEYOND HIS SCHOOL LIBRARY THROUGH HIS SCHOOL LIBRARY, AND THUS A HEAVY USER OF INFORMATION USES HIS TIME AND THE PROFESSIONAL STAFF TIME OF THE LIBRARIES HE USES INEFFICIENTLY. THE STUDENT WOULD BE SERVED BEST IF (1) HE COULD BE TAUGHT WELL TO USE THE RESOURCES OF ANY LIBRARY, (2) BE REQUIRED TO EXPLOIT FULLY THE RESOURCES OF A SCHOOL LIBRARY BEFORE GOING BEYOND A SCHOOL LIBRARY, (3) AND IF THOSE RESOURCES PROVED INADEQUATE TO HIS NEEDS THE LOCAL RESOURCE PERSON, THE SCHOOL LIBRARIAN, COULD HELP HIM REACH BEYOND THAT COLLECTION, IDENTIFY LIKELY MATERIALS OF USE TO HIM AND HAVE THESE SENT TO HIS HOME DIRECTLY WITH HIS RESPONSIBILITY BEING TO RETURN THE MATERIALS TO HIS SCHOOL LIBRARY FOR RETURN TO THE APPROPRIATE LIBRARY. THIS WOULD INVOLVE, AT LEAST, (1) A LEVEL OF CO-OPERATION BETWEEN SCHOOLS AND LIBRARY SYSTEMS NOT COMMON IN ILLINOIS TODAY, (2) ADDITIONAL FINANCIAL RESOURCES, (3) RE-TRAINING OR CONTINUING EDUCATION OF MANY SCHOOL LIBRARIANS TO LEARN OF SOURCES NOT PREVIOUSLY UTILIZED, (4) IN MOST CASES AN EXPANSION OF SCHOOL LIBRARY STAFFS, (5) EXPANSION OF REFERENCE AND OTHER SUPPORT PERSONNEL IN SYSTEMS OFFICES, AND (6) SOME PROVISION OF INFORMATION SERVICE TO THE GENERAL PUBLIC BY THE SCHOOL LIBRARY NOT PREVIOUSLY GIVEN. IT WOULD FIX IN THE HIGH SCHOOL THE RESPONSIBILITY FOR INFORMATION SERVICE TO HIGH SCHOOL STUDENTS AND MAKE FOR A MORE EQUITABLE UTILIZATION OF BOTH HIGH SCHOOL AND PUBLIC LIBRARY COLLECTIONS.

(B) IT SHOULD BE POSSIBLE WITH EQUIPMENT NOW IN USE FOR A GROUP OF LIBRARIES TO BE ON-LINE WITH A MAJOR LIBRARY OR PROCESSING CENTER FOR MOST TECHNICAL PROCESSING FUNCTIONS. TO TEST THE PRACTICABILITY OF SUCH PROGRAMS THE NATIONAL COMMISSION MIGHT STRUCTURE A PILOT PROGRAM INCLUDING, AS AN EXAMPLE, A MAJOR UNIVERSITY, SUCH AS NORTHWESTERN, CURRENTLY CONVERTING TO COMPUTER TECHNICAL PROCESSING, AND SOME OF THE LARGER SUBURBAN SECONDARY SCHOOLS IN THE SURROUNDING AREA. SHARING THE COSTS OF MARC TAPES, OF THE TECHNICAL EXPERTISE OF PROGRAMMERS, OF THE TECHNITICANS, OF THE OPERATING COSTS OF THE EQUIPMENT, ETC., PROMISES TRUE SAVINGS TO ALL PARTICIPATING INSTITUTIONS, YET IT REALLY HAS NOT BEEN TESTED TO DEMONSTRATE THIS NOR IS IT LIKELY TO BE AS LONG AS THE INITIAL COSTS OF CONVERSION TO IT REMAIN STAGGERING AND THE SPECTRE OF RE-CONVERSION COSTS REMAIN IN THE BACKGROUND. THE POSSIBILITY OF ENCOURAGING INTERLIBRARY CO-OPERATION ON THE LEVEL OF PUBLIC AND PRIVATELY SUPPORTED INSTITUTIONS SERVICING A VARIETY OF CLIENTEL, POSSIBLY CO-ORDINATED BY SOME PROGRAM OF THE STATE LIBRARY, IS CONSIDERABLE,

BUT NO ONE LIBRARY HAS THE RESOURCES TO RISK IN A PILOT PROJECT OF SUFFICIENT SCOPE TO DEMONSTRATE THE VALIDITY OF SUCH A SCALE OF INTERLIBRARY CO-OPERATION.

3. TRAINING OF SCHOOL LIBRARY PERSONNEL.

(A) IN THE SUMMER OF 1972 I WAS PRIVILEGED TO TEACH A COURSE IN SCHOOL LIBRARY ADMINISTRATION. ONE OF MY STUDENTS IS EMPLOYED IN A SPECIAL SCHOOL FOR THE EDUCATIONALLY DISADVANTAGED AND WISHED TO STRUCTURE A PROGRAM FOR THESE STUDENTS FOR THE FALL. IT WAS APPARENT TO ME AFTER WORKING WITH HER FOR A WHILE THAT VERY LITTLE IS KNOWN ABOUT WORKING WITH THE DISADVANTAGED STUDENT, ABOUT HIS NEEDS FOR INFORMATION, ABOUT HIS NEEDS FOR SKILLS IN INTERPRETATING THE INFORMATION ONCE FOUND. PERHAPS THE NATIONAL COMMISSION CAN STIMULATE RESEARCH TO IDENTIFY THE INFORMATION NEEDS OF THE DISADVANTAGED IN OUR SOCIETY, THE TECHNIQUES NECESSARY TO PROVIDE IT TO THEM, AND THE SPECIAL TRAINING REQUIREMENTS OF THOSE INFORMATION SPECIALISTS WHO WOULD WORK WITH THE CULTURALLY OR EDUCATIONALLY DISADVANTAGED.

(B) FOR YEARS THE SCHOOL LIBRARIAN HAS SERVED YOUNG PEOPLE WELL BY UNDERSTANDING THE NATURE OF THE SCHOOL CURRICULUM, THE PSYCHOLOGY AND GROWTH PATTERNS OF YOUNG PEOPLE, AND DEVELOPING A THOROUGH KNOWLEDGE OF THE MATERIALS OF THE LOCAL COLLECTION. THESE REMAIN VERY REAL NEEDS OF SCHOOL INFORMATION SPECIALISTS, BUT SOME OTHERS HAVE BEEN IDENTIFIED: (1) THE RANGE OF PLANNING AND EVALUATION ACTIVITIES NECESSARY TO A MODERN MEDIA PROGRAM IN SCHOOLS, (2) THE NEED FOR A SCHOOL INFORMATION SPECIALIST TO BE ABLE TO STRUCTURE RESEARCH WHICH WILL DETERMINE THE NATURE OF INFORMATION USE IN HIS OWN SCHOOL SYSTEM, THE SPECIFIC NATURE OF RESEARCH SKILLS HELD BY STUDENTS AND STAFF, AND (3) A MORE CREATIVE UNDERSTANDING OF THE INTERACTIONS BETWEEN HUMAN BEINGS.

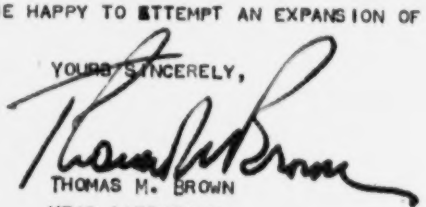
GOOD EVALUATION INSTRUMENTS FOR LIBRARY PROGRAMS ARE NOT AVAILABLE.

WE DON'T KNOW HOW STUDENTS FIND MOST OF THE INFORMATION THEY DO FIND, NOR HOW THEY INTEGRATE SCHOOL EXPERIENCES WITH OTHER LIFE EXPERIENCES, NOR WHETHER ANY RESEARCH SKILL TEACHING HAS ANY EFFECT AT ALL.

SCHOOL LIBRARIANS (AND I INCLUDE MYSELF) NEED TO HAVE BETTER UNDERSTANDINGS OF THESE AREAS THAN THEY DO NOW. QUITE POSSIBLY THE NATIONAL COMMISSION CAN STIMULATE THE CREATION OF PROGRAMS WITHIN THE EXISTING PROGRAMS FOR EDUCATING SCHOOL LIBRARIANS WHICH WILL PROVIDE MORE SUBSTANTIAL BACKGROUNDS IN THESE AREAS FOR THE PRACTITIONER THAN HAS HERETOFORE BEEN THE CASE.

IF ANY OF THESE IDEAS ARE NOT CLEAR I SHALL BE HAPPY TO ATTEMPT AN EXPANSION OF THEM.

YOURS SINCERELY,



THOMAS M. BROWN
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The Future of Cooperation Between Academic and Special Libraries

Joseph M. Dagnese
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Rogers & Weber (1) define a university library as "a research library which is typically a congeries of special libraries, rather than merely a major collection on a fairly circumscribed area or subject, such as are the Huntington, Folger, Linda Hall, Pierpont Morgan, or Newberry libraries". The Special Libraries Association (2) provides the following statement: "Special libraries serve industry, business, research, educational and technical institutions, government, special departments of public and university libraries, newspapers, museums, and all organizations requiring or providing specialized information".

For purposes of this paper, we shall omit from consideration those specialized libraries to be found within the jurisdiction of university governance: such libraries as serve medical schools, business schools, various centers and institutes. They fall into Rogers and Weber's concept of a university library and will be treated as such.

Interlibrary cooperation has long been a topic on which librarians and the administrators to whom they report have waxed eloquent. Unfortunately, this eloquence seems to have carried about the same weight as a patriotic address on July 4th or a homily on Mother's Day. In fact, cooperation has become a

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(1) Rogers, R. D. & D. C. Weber, "University Library Administration". New York, H. W. Wilson, 1971. p. 1
(2) Special Libraries Association. "Directory, 1971/72". New York, 1971. p. 1

shibboleth, the magic word that must appear in annual reports, national conferences and even in testimony before august commissions.

From the way the subject of cooperation has been received, one almost begins to suspect that there is something un-American about it, something that claws at the moral tissue of capitalism and competition. This reception appears to be so pervasive that librarians have had to go underground to participate in cooperative ventures. Note the ways that the costs of interlibrary loans are hidden in budgets. Is there a librarian bold enough to show the true price of membership in the Center for Research Libraries? NPAC comes in for its share of brickbats every time it comes up for funding. Cataloging-in-publication spent years underground, and even now in its reincarnation cannot be certain of survival. The Farmington Plan, truly the most imaginative program in cooperation, has had its funding buried deep in library budgets. This brief recital of a few cooperative ventures only serves to highlight what librarians have known all along -- namely, that cooperation is at best a very tenuous idea, one which succumbs easily to the exigencies of self-interests and fiscal retrenchment.

The possibility of cooperation between academic and special libraries must be approached with this background. For the sake of emphasis, it must be stated that in the context of this paper, cooperation means the sharing of resources and services. Excluded from consideration are the many ventures in bibliographic control for which special libraries are justly famous -- such ventures as the National Translations Center, Technical Book Review Index, Dictionary of Report Series, and many more. All of these have made the retrieval of elusive information easier and are indeed a form of cooperation. But valuable as these are, they do not constitute cooperative programs. The inclusion of special libraries in regional lists of serial holdings or bibliographic data

banks is becoming more common. But once again such participation should not be construed as significant interlibrary cooperative programs.

In order to proceed, it seems necessary to divide the general concept of special libraries into three separate categories: those serving profit-making organizations (industry, business, financial, research, etc.); those serving non-profit organizations (museums, foundations, and privately-endowed collections such as those mentioned on the first page above); and those serving governmental agencies, as well as the three national libraries. Further, two considerations occur in relation to cooperation with each of the three groups: firstly, whether it is possible for these special libraries and academic libraries to cooperate; and secondly, on what ground should cooperation be based.

Profit-Making Organizations

The first consideration posed above raises the question whether it is possible for non-profit academic libraries to cooperate with profit-making organizations without violating one of the prime tenets of the academic community, namely, access to all information for the further expansion of knowledge whether in the instructional or research mode of the university. The first mandate of academic libraries is to provide personnel and material which will furnish the services the students, faculty and staff require in their pursuit of knowledge, unfettered by commercial or economic consideration. On the other hand, the ultimate reason for the profit-making organization served by this type of special library is precisely the marketplace. Thus the issue arises whether the very reason for existence of the academic community is not opposed to that of the profit-making organization. This question has never been fully explored, but it most certainly contains caveats for the academic library administrator.

The second consideration raised above poses the question on what grounds should cooperation be based. Most special libraries of profit-making organizations

have little or nothing they can share with academic libraries. Moreover, the very nature of the firms which support these libraries in many cases prohibits cooperation on the thesis that, since the firm's work is proprietary, any revelation of its interests -- even through the literature collected -- could be damaging to its economic life. The statement that these libraries "have little or nothing they can share" must not be construed as a denigration. Many of them have fine journal and monographic collections in their fields of specialization. Most of these, however, also exist in academic libraries. The very core of their specialized library collection -- in-house reports, technical reports from government agencies, translations, corporate reports, privately-issued financial surveys, market studies, etc. -- all of these are in most instances not to be found in academic libraries. Yet it is this core collection which is typically subject to no circulation outside the company.

The typical situation then is that, since academic collections are "open", they are accessible to the public; whereas, since profit-making organizational libraries are "closed", they are not accessible. This is not a basis for cooperation if, once again, we define cooperation as the sharing of resources and services for a mutually beneficial end. In at least some academic libraries, the issue of cooperation with profit-making organizations has been solved by membership plans whereby the companies may use the facilities of the academic library by paying for it.

Non-Profit Organizations

The consideration of whether libraries of non-profit organizations can cooperate with academic libraries does not contain the complexities discussed above, if only for the reason that their rationale for existence is very much like that of the academic community. Most of these libraries have a long history of cooperation with their academic counterparts, especially those privately-endowed ones which are sympathetic to scholarly research and whose charters do not forbid this activity.

The question of on what grounds should cooperation be based raises again the issue that the library associated with this kind of organization has a very highly specialized collection -- usually not reproducible even if funds could be found. The library of the New York Metropolitan Museum of Art, the Folger Library or the Newberry Library are examples. Because of their uniqueness, scholars are drawn to the collections as supplements to their university libraries. Also because of their very uniqueness, these collections are self-sufficient and rarely need material from other sources.

The issue then becomes a question of how academic libraries can justify their use of these collections since they have little to offer in return. At least one of these libraries, the John Crerar Library, has instituted a contributing institutional membership at a cost of $100 per year effective April 15, 1972. The Center for Research Libraries is a membership library which has a fee based on an acquisitions budget formula. It appears that in the future academic libraries can expect to pay to use these collections. Such fiscal arrangements may be justified inasmuch as there seems to be no basis for true cooperation.

Governmental Organizations

The two considerations raised above -- whether these types of libraries can cooperate with academic libraries and on what grounds should cooperation be based -- should not be issues with governmental libraries. Their specialized collections should be available to academic libraries by the very nature of the foundation of our governmental system. The three national libraries have been leaders in interlibrary cooperation. The distribution of government publications through the Government Printing Office makes readily available the bulk of material which forms the basis for governmental agency libraries.

Perhaps in the strict sense of the word, this relationship cannot be described as cooperation, inasmuch as the material tends to flow from the

governmental libraries to the academic ones. However, academic libraries have always been willing to reverse the flow whenever they have been called on. It would seem then that this arrangement is as it should be.

The Future

We have seen that in one case some academic libraries have instituted fees for use by profit-making organizations, and in another situation non-profit organizational libraries have a membership fee for use by academic libraries. One other point not brought out above is that very recently some academic libraries have given serious consideration to charging fees for interlibrary loans to help defray the cost of the transactions. What do these considerations mean to the future of interlibrary cooperation between special and academic libraries?

There is an old adage which says that those who have, get and those who don't, pay. Up to very recently, scholarship seems to have escaped. Gentlemen agreed that, even if cooperation were not mutually beneficial, they had a responsibility to further knowledge no matter where it was pursued. We seem to be witnessing the passing of that era. Do not mistake me: we are all still gentlepersons. However, we find business officers and treasurers poking around in hidden nooks and asking what we get for our membership fees, or how much it costs to loan material. On the other hand, we are not above asking the president how the library can support new programs of studies without proper collections to back up the teaching or research. The real question then is has interlibrary cooperations come down to a matter of dollars?

Universities have become big businesses, and this is reflected in library budgets. Information is big business. The 1970-71 ARL academic library statistics show 77 of its 78 member libraries with budgets over $1,000,000, and the 78th one less than $50,000 away from that figure. The general economic

conditions indicate fiscal retrenchment and many libraries are having to cut budgets. This climate is having its effect on cooperative ventures between libraries. Those libraries to whose mutual benefit resources and services can be shared are strengthening their cooperative programs. Other programs which fall under the "gentlemanly" agreement of cooperation are being closely examined and re-evaluated. We should not be optimistic about the outcome.

The Role of the Commission

Is there anything that the National Commission on Libraries and Information Science can do to support interlibrary cooperation between special and academic libraries?

It does not seem appropriate for the Commission to get involved in the relationship between academic and profit-making organizational libraries. Membership plans based on financial arrangements between the two units are probably what is needed. There is , however, one area which could be re-examined, namely a revival of the State Technical Services Act. The original terms of this Act matched federal and state funds to support industry and business in solving technical, business and scientific programs. Federal money is no longer available, but some states have continued the program on a reduced basis. New legislation similar to this would provide on a national level an alternative to each library working out a separate program for this type of cooperation.

Cooperation with libraries of non-profit organizations, especially privately-endowed collections, offers an opportunity for support by the Commission. Our great private collections, among them those listed on the first page of this paper, deserve fiscal support as national resources. These libraries are truly national treasures and should be available freely to scholars. It is inconceivable that academic libraries should attempt to duplicate these holdings, even if they were available. The Commission should, therefore, investigate means for developing fiscal support for these libraries in such

a way as to make them readily accessible to the scholarly community. It may be possible that the National Foundation on the Arts and Humanities might be an appropriate body to work with to develop this suggestion.

Cooperative ventures between academic and governmental libraries certainly seems to fall within the purview of the Commission. Strengthening the three national libraries might be the first approach. At present, the National Agricultural Library seems to be in need of the most support. Interlibrary cooperation should be extended so that these collections are readily available.

One unresolved issue clouds the entire concept of cooperation -- the right to photocopy and distribute copyrighted information. It is fervently hoped that Commissioner Davis' opinion in the case of Williams and Wilkins v. United States will not be upheld by the courts. The copyright law revision, still in Congress, will also affect cooperation. The Commission is urged to take a stand in favor of more liberalized copyright laws. Unless the right to photocopy is formalized by law, any attempt to broaden and strengthen cooperative ventures will be undermined. Of all the issues currently demanding the attention of the Commission, undoubtedly this one is the most critical.

The opportunity to offer these comments on the role of academic and special libraries in interlibrary cooperation is truly appreciated.

Submitted to the National Commission on Libraries and Information Science for its regional hearing in Chicago on September 27, 1972.

August 15, 1972

Statement to the National Commission on Libraries and Information Science of Frederick H. Wagman, Director, University Library, The University of Michigan

* * * * * * * *

I am grateful for your invitation to submit a statement of my views on "problems within the academic library community, especially in regard to interlibrary cooperation."

For generations academic librarians have worked together magnanimously and idealistically and their joint accomplishments have been substantial. Through cooperative enterprise they have established standards and rules for cataloging, strengthened the totality of American research library holdings and improved physical access to those collections. They have collaborated in developing union catalogs and have planned and guided publishing projects to improve bibliographic access to research library holdings. We shall continue to make progress cooperatively in many ways, for example, in the adoption of international standard serial and book numbers, in developing policies and procedures for dealing with audio-visual materials and data bases in machine readable form, in developing programs of continuing education for librarians through home study courses covering various aspects of management and the latest technological developments of interest to the library profession. But cooperation is not the philosopher's stone. Some problems are of such magnitude that academic libraries collectively lack the resources to deal with them. I should like to limit my comments to a very few of these that I regard as critical.

It seems to me that academic libraries, especially university libraries, are

passing through a transitional stage. The period of expansion of the early and middle 1960's quite obviously is over. A few years ago the shortage of trained personnel seemed almost desperate to the library profession. Today, apart from efforts to increase the representation of certain minority groups on our library staffs, we are less concerned with recruitment programs than with finding work for new library school graduates. Diminishing support from university budgets that do not keep pace with the inflationary spiral, increasing personnel costs, unusually large increases in the cost of books and journals, and increased production of publications in many subject fields have seriously reduced the academic library's ability to maintain its former level of acquisitions. Nor does it seem likely that the financial situation will improve in the foreseeable future. It is clear that we can no longer proceed on the tacit assumption that every university should try to achieve self-sufficiency in its library collections. It has been customary hitherto to give lip service to the doctrine that no library can have everything it needs. Nevertheless the cooperative acquisitions or interlibrary loan arrangements have been and still are based on the assumption that most university libraries would try to be as self-sufficient as possible and cooperation would limit itself to items very difficult or impossible to procure, or too expensive to justify purchase by individual libraries, or so unlikely to be used as to make their purchase by many libraries quixotic.

In 1970-71 the 78 university libraries in the Association of Research Libraries added 7,989,803 volumes to their collections at a cost of $86,057,942. The median of the group was 96,254 volumes added at a cost of $1,026,270. At

this rate the median library should double in less than 14-1/2 years at a cost of almost $15 million ~~more than $10,000,000~~, exclusive of personnel costs involved in selecting, ordering and cataloging books and other materials. At a project cost for new library construction of $40.00 per square foot, a net gross ratio for usable space in library buildings of 66-2/3 percent and the standard ratio of 15 volumes to the square foot for storage capacity, the median library would incur an additional obligation to spend $5,568,000 for library construction to house its acquisitions during that 14 year period. (This calculation is unrealistically low since it is based on the assumption of static book and journal production and static costs.) The staff of no one of the 78 university libraries in this group would argue that despite such an expenditure their acquisitions program is fully adequate for the research needs of the community they serve.

So far no cost formula for acquisitions expenditure has been developed that would justify the purchase and retention of library materials on the basis of the frequency or significance of the use made of them. And every university library acquires and retains many thousands of books and journals which initially or eventually have such limited utility as to suggest that a better method should be found to insure their availability without duplicative purchase by individual libraries. The need for a central resource or a number of resource institutions to which academic libraries could turn for the loan of such materials is obvious.

A cooperatively supported organization of this nature does exist in the Center for Research Libraries in Chicago but the likelihood is very slim that co-operative support through the membership dues and subsidies of member libraries

can make sufficient inroad on the problem of centralized acquisition as to free hundreds of universities and colleges of the burden of acquiring and retaining marginal material or even more heavily used materials that they cannot afford. That such a central lending library can succeed, given governmental financing and good management, is demonstrated in England by the National Lending Library. This institution at Boston Spa serves its whole country. Although it began by acquiring and lending scientific and technical journals it has now moved into other subject fields and is acquiring and lending monographs, technical reports and other publications. A similar center in the United States to store and lend journal literature has become a necessity. The Center for Research Libraries has already undertaken a small program of this sort with financing from its members but the likelihood of its expanding its acquisition of journals on this basis to such an extent as to make a significant difference in the acquisition program of its member libraries is small. The possibility of having the Federal Government finance the Center for Research Libraries to undertake a program for journal literature similar to that of the National Lending Library in England should be pursued.

The difference between a lending library of journals which may have 100,000 titles to contend with and a resource library for monographic publications is one of several orders of magnitude and it may be necessary to have more than one lending agency for books. Conceivably such centers could be developed by Federal financing utilizing already-existing university research library collections in various parts of the country if it proves to be technically unfeasible to depend on one national resource for the purpose.

For the success of such a development it is essential that the faculties of the various universities alter drastically their expectations regarding the potential of their own university libraries for satisfying all local needs from their own resources. A satisfactory solution also must be found for the copyright problem since the ability to make electrostatic or photographic copies of small bibliographic units or parts thereof for rapid transmission to scholars in other remote locations underlies the entire interlibrary loan structure today and is certain to be an essential element in any future network developments. Indeed, if we are to see the evolution of a truly successful national library system in this country it will be necessary that we have a copyright law which makes it possible for libraries to share their resources rapidly without being penalized by special subscription rates and without having to cope with royalty payments.

The impetus given to centralized cataloging at the Library of Congress through Title II-C of the Higher Education Act of 1965 was one of the most significant developments for research and university libraries in this century. The establishment of the principle that the Federal Government should finance a national lending library or a number of national lending libraries as described above so that academic libraries (and all other libraries that acquire research publications) could limit their intake to materials for which they anticipate a relatively high rate of use, depending on the central lending libraries for all else, would be a contribution of equally dramatic consequence for our universities and colleges.

If the solution of the problem of physical access to publications and

especially to journals calls for Federal assistance, certainly there is need for improvement, also through Federal aid, in the work of providing bibliographic access to the world's literature. The extension of centralized cataloging through the Library of Congress, as mentioned, represents a great advance but there is considerable room for improvement in the work of indexing and abstracting journal literature. Already a great many indexing and abstracting services are available but so far not enough has been done to coordinate them, to eliminate duplicate coverage and to develop additional services in the subject areas where none exist. Involved in this problem are numerous societies, associations and agencies that are jealous of their perquisites and very concerned with the special or even unique needs of their clientele. It is conceivable that no more centralization than already exists is feasible or advisable. The possibility should be explored, however, of effecting greater coordination and of improving the coverage of the indexing and abstracting services and for this some agency is needed that can bring representatives of the various interests together and persist in the effort until improvements are effected.

But the problem of journal literature has a more profound aspect than is reflected in the inadequacy of the indexing and abstracting of its content. It is a good question whether the very form of the journal is not antiquated or economically wasteful, compelling the wide distribution to all subscribers, with every issue of each journal, of copies of articles in which many of them may have no interest. Although we have no data that tells us what percentage of the content of any scholarly journal is of interest to what percentage of the subscribers, it

would probably be safe to guess that in many cases a more efficient arrangement might be to give the subscribers a publication containing abstracts of articles plus the right to request delivery of any articles that interest them, preferably in microform. Such an arrangement might restrain the proliferation of journals. It could facilitate the abstracting and indexing of journal literature at source as well as insure its preservation in microform. It might even make possible the more timely publication of more contributions to knowledge. Libraries would, of course, store the literature in microform and benefit from the indexing and abstracting provided. Obviously such a drastic change in the system of delivery of scholarly and scientific literature would be difficult to bring about but some central agency should undertake to move the scholarly and scientific associations toward exploring the possibility of such an arrangement or of other possible alternatives to the present inefficient system of journal publication.

The most pressing of all problems that academic libraries contend with may well be the threat that we have only a limited time before the deterioration of publications produced after 1870 reaches disastrous proportions. So far we have developed no satisfactory process for neutralizing, on a very large scale, the acid in book and magazine paper produced within the past century. At the same time, any effort to reduce the magnitude of the problem by selecting only the more important problems for preservation would involve great difficulty and high cost in decision making. Currently, no progress is being made, if one excludes the efforts of three of our largest libraries to film some of their deteriorating books. Probably the best hope for preserving the published record of the past

century would be to reproduce it in microform but, once again, it is too much to hope that any serious attack on the problem can be mounted by libraries sharing the work and dividing the cost. The preservation of our deteriorating publications is a matter of national importance. It should be one of national concern also and an undertaking to preserve this record of the recent past should be funded by the Federal Government.

FHW:yn

Ann Arbor, Michigan

August 14, 1972

The Center for Research Libraries
5721 Cottage Grove Avenue
Chicago, Illinois 60637

13 July 1972

Dear Fred:

Because of your interest in the concept, and to keep you informed of what we are doing, I am enclosing herewith a copy of our request for a foundation grant to enable the Center to expand its journals acquisition program as a step toward the establishment in the U.S. of an adequate national lending library system.

There is no question but that every library, even the largest, can no longer afford to be self-sufficient for the needs of its patrons--if they ever could. Either they must restrict their educational and research programs to what the library can afford to support, or a system must be found for making available to every library what it cannot afford for its own collection. Since the problem is an economic one, for a library to borrow from another source what it does not have in its own collection would not be a practical solution if it cost the library more to borrow than to acquire, catalog, and house its own copy. In fact it is cheaper for the library to have its own copy if the work is used more often than some critical frequency, but it is much less expensive for the library to borrow if the title is used less often than this critical frequency. At the same time, the use of infrequently consulted works can be shared by many libraries without conflict simply because they are infrequently used. The Center's own study of costs indicates that this critical frequency of use at which it becomes cheaper to borrow a journal than to own it locally is about six times per year, on the average.

The data on use from what is now a large number of studies is now so extensive and so consistent that there can be no doubt that a great many journals (and monographs as well, for that matter) are used much less often than this critical frequency. The evidence is therefore clear that a national lending library system is operationally and economically practical, and despite much thought on the matter by many people, no other possible solution has been found.

There are, of course, still some questions to be answered before a full-scale system is implemented. For example many have raised the question of whether there should be one center or several; and if several where they should be located and how their collections should overlap. But these questions should not be permitted to mask the clear evidence that there should be at least one center whether there are more than one or not. Neither should they disregard the present evidence that it is most likely that, under any system, only one copy of many titles can adequately serve the country--and for some titles probably several countries.

Further to the point is the mathematical analysis by Urquhart showing that, based on assumptions that present evidence suggests are reasonable, a single central collection is more efficient than a number of regional centers. I.e. a single central collection could assure a copy being available without delay 95 times out of a 100 with fewer copies of the journal than would be required if there were several centers. (I am enclosing a copy of Urquhart's analysis.)

The assumptions on which this analysis is based may be false, but the data to determine this, and consequently whether or not several centers are needed in addition to one, does not now exist. I do not mean that it hasn't been collected yet, but that it simply doesn't exist. This is because the present system of interlibrary borrowing from libraries with a primary responsibility to their own local patrons is so slow, restrictive, and unsatisfactory, that no data based on it is likely to reflect accurately what the situation would be with a faster, more certain, and more responsive system on which libraries could with confidence base their own acquisitions and service polices.

For this reason, any system that begins with several centers seems to me likely to make more mistakes, to be more unnecessarily duplicative, and to be more costly, than one that begins with one center, the need for which is unquestionable. Further, its operation will provide the data on use and service patterns not now available that will tell whether or not more centers are needed. And if this data show that more are needed, it will simultaneously indicate in what regions they should be located, and the titles they should have adequately to serve their needs. Being based on actual operating experience, this information will be more reliable than any guesses than can now be made.

I might add that the Center's additions to its present collections will be based on the best present evidence of use and library holdings. Because of our long friendship with Urquhart at the National Lending Library he has provided us with a computer print-out giving frequencies of use of titles from the NLL collection. This information will be used to help the Center make its own initial selection, and to determine the titles we will experiment with the NLL in providing joint access to. In addition, Chemical Abstracts is providing us with a computer print-out of the titles of the journals they cover arranged in order by the number of libraries holding the title, and also a list of the journals arranged in order by the frequency with which they are cited in Chemical Abstracts. All of this will be most useful in helping us decide which titles to add first.

Unfortunately there are not equally good sources for selection of titles in the social sciences, and we are still worse off in the humanities. We are, though, tapping what sources can be found. Any help you can suggest in this area will be most welcome.

Also welcome, of course, will be any comments on the proposal itself. And if you have any questions, please let me know.

Yours cordially,

Gordon

Gordon Williams
Director

Mr. Frederic Burckhardt
President
American Council of Learned Societies

cc: Charles Stevens

The Committee on Institutional Cooperation
Suite 970 • 1603 Orrington Ave. • Evanston, Ill. 60201 • Phone: (312) 866-6630/31

- University of Chicago
- University of Illinois
- Indiana University
- University of Iowa
- University of Michigan
- Michigan State University
- University of Minnesota
- Northwestern University
- Ohio State University
- Purdue University
- University of Wisconsin

August 30, 1972

AIR MAIL

Dr. Frederick H. Burkhardt
Chairman, National Commission on
Libraries and Information Science
1717 K Street, N. W., Suite 601
Washington, D. C. 20036

Dear Dr. Burkhardt:

I am happy to respond to the invitation of the National Commission on Libraries and Information Science to submit written testimony for consideration prior to the regional hearing in Chicago on September 27. I write from the point of view of one who has worked for the past twenty-five years in the academic world as a college and university teacher, a foundation officer, an administrator of a large university and president of a small university and currently as the director of the consortium of eleven large midwestern universities. In my latter capacity I have become aware of some of the problems which the major university libraries of the country face. I would like to discuss these problems in general and to dwell in particular on a promising development which may help to alleviate some of them.

As the universities of America have grown in the post-war period, their libraries have grown also. The large, Ph.D.-granting universities of the country number their books in the millions and the periodicals they hold and subscribe to in the tens of thousands. Their total operating expenses run from approximately two million dollars to over nine million dollars a year. Each of these has been expanding rapidly for the past many years. So rapidly have they been growing that the chief librarian of one of the universities in the CIC group (University of Chicago, University of Illinois, Indiana University, University of Iowa, University of Michigan, Michigan State University, University of Minnesota, Northwestern University, Ohio State University, Purdue University and University of Wisconsin) said not long ago that if the rate of increase continued the way it has grown in the recent past, the university would need to build a library as big as the one recently completed every seven years to handle the inflow of new books. Put another way, he said, if no new library buildings are built during the balance of the century, by the year 2000 the library would need every building on the present campus to house its books!

Clearly, neither of these alternatives is going to happen, and the only other possibility is that the rate of increase of library growth will slow down in the years ahead. Indeed, some of our libraries have already slowed down their acquisitions substantially. The chief librarian of another university in the group with which I am associated said that over the past five years his total budget has been relatively stationary while the cost of operating the library and the cost of purchasing new books and periodicals have steadily risen during this period. As a result, he is now able to add less than half the number of new books to the collection that he was able to add five years ago.

These illustrations indicate something of the problems the large research oriented university libraries of the country are facing. Each has tried to meet the needs of faculties and students which have expanded rapidly during the past generation. They have added collections to take care of burgeoning new areas of study which have emerged during this period. The director of another of our libraries told me that to meet the needs of an important language and area study field which this university has developed intensively during the post-war period, there are seventeen people in the library ordering books and periodicals in several languages and processing them when they arrive.

The relative affluence of the universities and ever expanding budgets during the past two decades have made it possible for the libraries to grow as they have. It is clear that we have entered a new era as far as the support of higher education in this country is concerned. Virtually every college or university has been beset by financial difficulties, and there is every indication that these will continue well along into the 70s. It is clear that some of the practices of the 1950s and '60s cannot be continued. Change is being considered, and changes are taking place at the present time.

What can be done to help the universities economize in their library operations? A number of things suggest themselves. Libraries can agree that no single library can acquire everything, and a certain amount of specialization can be instituted. Highly specialized collections--works on Africa, on Asia, on highly specialized fields in the sciences--need not be duplicated even in large universities. In such fields increased use of inter-library loans must be made, in my judgment. But the inter-library loan system should be considerably improved over what it is at the present time. As universities cut down on their purchases in certain fields, they should at the same time put more resources into building up the quality of their inter-library loan service. Adequate personnel should be employed so that requests to other libraries do not stack up waiting to be typed and sent. Airmail or even teletype might well be used to expedite inter-library loan service and finally, a substantial public

information program should be undertaken to persuade faculty to make use of the improved inter-library loan program.

The area which has particularly impressed me as being one in which both greater economy and efficiency can be achieved is the area of periodicals. Large university libraries subscribe to tens of thousands of these. The largest of the libraries in our group has in excess of fifty thousand periodicals in its stacks. Some major university libraries spend more than 50 per cent of their new book purchase funds each year on periodicals. In some fields--such as some sciences--the vast majority of the literature is in journals rather than in books.

In recent years a number of studies of the use of periodicals have been made. These are unanimous in their conclusion that most periodicals are not used very much. A great many are never opened once they have been placed on the shelf. These studies indicate that perhaps 70 to 80 per cent (give or take 10 per cent) of all the periodicals in large university libraries fall into the little or never used categories. If these figures are correct--and there is no reason to believe that they are not--very substantial sums could be saved if libraries dropped their subscriptions to, say, half of the journals they now subscribe to and use a central source instead for copies of those they no longer subscribe to. One copy of a little used periodical could serve the needs of scholars in the 200 largest universities in the country.

No such central library or service exists at the present time in the United States, but there is a prototype in Great Britain. This is the National Lending Library of Science and Technology located at Boston Spa in Yorkshire. This library is a national library that serves the needs of not only the universities but of the business and industrial libraries and indeed the needs of anyone in the United Kingdom (and many abroad as well) who cares to make use of its facilities. The NLL started out as a scientific and technological library. It is spreading into other fields, particularly the social sciences. Its collection numbers some 35,000 journals. It offers rapid service; usually an order is filled within twenty-four hours. It is a government library, and most of the cost of operating it comes from the taxpayers. A measure of its success may be gained from the statistic that after approximately ten years of operation it handled in 1970 more than one million transactions during a single calendar year. The NLL operates the way I envisage a large American mail order warehouse as operating. The orders come in and are opened. They are placed on moving baskets which go through the entire facility and drop off their papers where they are told to by the person who puts the papers in the basket originally. An order for a Russian journal of chemistry, for example, finds its way in a basket to the section where such

journals are stored. A clerk reads the order, takes the journal off the shelf, puts them both in another basket and sends them on their way either to a photocopy machine or to the outgoing mail. The day I visited the National Lending Library I saw copies of journal articles going to universities and to business corporations in the United States. Apparently they found they could get them quicker from England than from any source in this country.

The waste in the present American system of every university subscribing to thousands of little used periodicals plus the example of a successful, central periodical library in England led me to ponder how we could do something similar in this country. I asked this question of a number of university librarians and librarians of large public libraries in the Midwest and in the East. There was substantial sentiment among the people I talked to for a central periodical library. In a few cases they thought there should be several regional periodical libraries, but the predominant view was that a well managed central library would in all probability be sufficient to handle the volume of requests for little used periodicals. The fields of medicine and agriculture, broadly conceived, could be eliminated from plans because of the existence of the National Library of Medicine and the National Library of Agriculture, both of which have large periodical collections and either could or do make copies available to interested users.

In talking with individuals about how a national periodical bank could be established in this country, I asked whether there were already existing organizations which might take this activity on as an added service. Only two organizations were mentioned, the Library of Congress and the Center for Research Libraries in Chicago. I was cautioned that the former is already overburdened and so did not investigate the possibility of the Library of Congress becoming the national periodical bank. The Center for Research Libraries, located near excellent air transportation to other parts of the country, is, at least theoretically, excellently situated to establish a periodical library. O'Hare Airport is the busiest in the world, and more planes fly to more points in the United States from it each day than from any other airport in the country. In talking with the director of the Center for Research Libraries I learned that he, too, had thought of the possibility of the Center developing a periodical library. Indeed, he had conducted one of the studies which indicated the low usage of great numbers of periodicals in large university libraries. All of the universities which are members of the Committee on Institutional Cooperation are also members of the Center for Research Libraries. It was, therefore, relatively easy to convince the presidents of the universities in my group and the members of my board that it made good sense to work through the Center for Research Libraries in projecting a regional or national periodical

library. In January of 1972 the nationwide membership of the Center for Research Libraries made the decision to proceed with the establishment of a periodical library, and these plans are currently being implemented.

Whether the Center for Research Libraries eventually becomes the national periodical library for the United States remains to be seen. It does not have the backlog of tens of thousands of periodicals which some other libraries have. On the other hand, it is located in the most appropriate city geographically, and it has the interest and the will to develop a periodical library. If it is finally decided that there should be more than one such library in this large and diverse country, perhaps the Center for Research Libraries will be the periodical center for the middle west. Possibly the great periodical collection of the New York Public Library might be the nucleus of a similar center in the East, and others might develop on the West Coast and in the South. As I indicated earlier, opinion is divided as to whether one or several centers are needed. I am inclined to think that for the little used periodicals one center is all that is needed. The experience of the British National Lending Library, which indicates that a large percentage of its collection is very little used, would seem to bear out this conclusion.

Sincerely,

Frederick H. Jackson

Frederick H. Jackson
Director

aes

INFORMATION SCIENCE AND AUTOMATION DIVISION
A DIVISION OF THE
AMERICAN LIBRARY ASSOCIATION
50 EAST HURON STREET · CHICAGO, ILLINOIS 60611 · (312) 944-6780

August 18, 1972

Mr. Frederick H. Burkhardt
Chairman
National Commission on Libraries
and Information Science
1717 K St., N.W., Suite 601
Washington, D.C. 20036

Dear Mr. Burkhardt:

Thank you for the opportunity to submit written testimony to the National Commission on Library and Information Science preceeding its hearing in Chicago, Illinois on September 27, 1972.

Paragraph three notes "We are particularly interested in your views on the developments in library automation which have been or will be of significance to future library planning."

Library automation efforts to date can roughly be catagorized thusly:

1) Automation of technical service operations of libraries such as book catalogs, order systems, and circulation control. These systems enable the library to speed up operation cycle time, provide management information (statistics) not available before, and improve public service.

2) Cooperatively developed automation programs which spread development costs and enable larger scale systems to be implemented. Typical of these consortia, frequently organized for broader purposes than just library automation, is the New England Library Information Network (NELINET).

3) Automation products for public service use. These vary from tools for the use of librarians, i.e. book catalogs, authority lists, to services furnished directly to the ultimate user, i.e. SDI systems, custom searching of machine-readable bibliographic files.

An estimated one thousand libraries use some kind of automated procedures. The most common are holdings lists of various kinds, especially serials or special collections. Nearly all of these operations were developed by the using institution, on data processing machines which happened to be available. The first significant nationwide effort was

the creation of the Information Systems Office at the Library of Congress. During its metamorphosis into the MARC Development Office of the Processing Department it did the two things necessary to the automation of libraries on a broad scale. First it developed the standard format for the interchange of bibliographic information and second, began the enormous task of converting bibliographic records into the standard MARC II format on a systematic basis. In the process of developing the MARC system, several basic studies were undertaken to lay the theoretical foundation of the task or to delineate the procedures in such a way that the procedure became a landmark in library systems development. The National Commission should recognize the importance of the contribution to the state-of-the-art of the MARC Development Office, encourage the Librarian of Congress to assign borader responsibilities to the MARC Development Office especially basic research in contemplated automation activities, and encourage the funding of the continuation and expansion of the RECON Project, the program of retrospective conversion of LC records to the MARC II format.

Cooperative systems development, especially that done by a consortium; on-line library automation including both cataloging/card production similar to that done by the Ohio College Library Center and circulation systems typified by that at Northwestern University; and remote searching of computer tapes for bibliographic or data use depend upon transfer of data from one place to another. Many types of communications facilities are available for immediate use such as Bell System land lines and MCI's microwave transmission facilities. Other communications technologies are available on an experimental basis such as various members of the NASA satellite series or are not yet in operation except in the laboratory i.e., lasers.

Although several experiments in transmitting facsimiles for library use have indicated an unjustifiably high cost to benefit ratio, the rationale for transmitting library data has changed in the last few years and some of the newer methods of transmission may make library type use economic. The National Commission could bring the library community and agencies like NASA together so that experiments could be funded and prepared in time to take advantage of the new broad band, two way, high powered satellites to be launched beginning in 1973, ATS-F and G. A periodic reexamination in the light of the present environment of experiments such as that done by the University of California should be undertaken to see if the changing economy or new technologies will make them feasible, also might be encouraged. Cooperative experiments over commercial satellites might be fostered with foreign countries. The Agency for International Development has indicated an interest in assisting with such experiments.

As previously stated, the preponderance of the automation effort in libraries is the result of the effort of the individual library using a small systems staff or contracting services from their campus or city data processing department. Developing systems were so unique or in such a state of flux that the transferability of programs from one system to

another, a highly touted advantage of nearly all recent programming languages, is nearly non-existent. Yet this possibility has been a feature in the justification of the development investment for most system endeavors. The National Commission would hasten the spread of the better systems if research could be promoted in computer program transferability;especially if the process of transferring programs from one computer to another, especially, of different makes,were written up in detail.

Another aspect of this "transfer" problem, is the availability of one or more complete "turn-key" systems. These would be especially useful if they used one of the more popular mini-computers so that hardware, software, forms, computer operations manuals, library procedure manuals, etc. were available for one flat rate. This would enable a relativly small library to enjoy the advantages of automation without incurring the high one-time development cost otherwise necessary.

Although librarians can find ample evidence that properly conceived and tested automation systems are economic, it has become fashionable in some library circles to "knock" automation. This not only forces the burden of proof upon librarians convinced of the economic usefulness of automation but also tends to make headlines of the anti-automation pronouncements. The greatest danger in these headlines is the influence they might have on library trustees, college and university administrators, municipal and state officers, and federal government officials. Negative attitudes fostered in these quarters are difficult to counter. The National Commission, however, can reach these various groups and publications reflecting the true picture in library automation would carry weight with them.

Much of the foregoing is predicated upon the availability of material in the library, to be promoted by the library to users of the collection. Many of the parts of the proposed Copyright Act represent benefits for private special interest groups and do not reflect the rights of the public to access to information, much of it produced with public funds. A prestigious agency must take it upon itself to speak to the Congress, to the administration, and to these special interest groups, in the public interest to guarantee at least 1) the right to experiment with information storage and retrival system, information manipulation, and information delivery systems and 2) the right to use copyrighted information for scientific research without penalty. I believe the National Commission should be that agency.

Thank you for the opportunity to present my views on library automation to the Commission.

Sincerely,

Don S. Culbertson

DSC:bc
cc: Mr. Shoffner
Mr. Wedgeworth

Don S. Culbertson
Executive Secretary

STATEMENT FOR

THE NATIONAL COMMISSION ON LIBRARIES AND INFORMATION SCIENCE

August 15,1972.

Irene S. Farkas-Conn

The appointment of the National Commission is welcomed by members of the library and information science profession. These hearings provide an opportunity to highlight our problems, so that the Commission may act as a catalyst in the solutions of these problems.

Althought I was specifically asked about automated information services for academic, special and public libraries, I feel it is important first to establish the necessary climate for sharing information resources on a national level, cutting across traditional boundaries. This is an area where the initiation and guidance of the Commission would have its greatest impact. Beyond my general remarks about the accessibility of information services I will also touch on the funding of reasearch and various problems involved in the management of information.

Accessibility of Information.

We should make greater efforts to see that information is available to those who need it, rather than allow this information to be restricted to special segments of the population. The research worker at a small college usually does not have access to data bases that would be available to a colleague at one of the larger universities. An engineer in a small company does not have the same access to non-proprietary information as his counterpart in a larger organization. It is even difficult to obtain legal or social information in the public domain; the statistics that have been collected at great effort

and expense are not utilized sufficiently because no systems exist for ready access. Conversely, we are all aware that there is considerable unnecessary and very costly duplication which we can ill afford, in either time or money. Reduction of this duplication would not only promote efficiency, but would also free funds for other uses.

The needs of the public and private institutions--as well as industry--require an administrative framework which would make it possible to make use of the vast information resources, sharing data bases, programs and hardware. The concommitant problems to be solved involve methods of sharing cost, full utilization of available technology, adequate development of necessary new technology, and the setting up of networks. Even deeper problems in the legal, organizational, political and management areas need to be solved. The extreme complexity of these problems will require the participation of lawyers, political and social scientists, management specialists, and politicians in addition to experts in the library and information sciences area, to plan for the necessary changes. Ideally the sharing of resources should strengthen the organizations involved, yet help them to maintain their identity.

Support of Services.

While the need for new services is being considered, current services should be reviewed to assure adequate support to maintain their usefulness. It is sad to see a decline in the quality of some current services; for instance in the case of abstracting and indexing services an increasing time lag between the original publication and its citation, or less thorough coverage of the pertinent literature, decreases the value to the user.

Engineering Index could serve its users even better if its coverage and its timeliness could be increased. The John Crerar Library in Chicago provides an example of a different kind. Instead of increasing its services, this institution of established excellence does not have the funds to maintain its proper growth. In terms of the future, this kind of economy is very costly indeed. The John Crerar Library should be considered as a national resource, particularly since its services are truly of a national or

even international nature. Means must be found to support private services as well as public libraries and other services which are considered to be of national importance.

As far as more recently instituted services are concerned, the Commission could appoint a blue ribbon committee for review of these services; they could recommend continuation of those which seem appropriate, and discontinuance of some systems which were successful as pilot studies but would prove too expensive at this time for large scale application.

Support of Research.

While advocating careful review in the selection of research and development projects, I cannot stress too strongly the need to obtain funding to support new research and to encourage development of applications of the ever broadening technology. With available funds sharply limited we will not be able to maintain a strong enough research base, and the number of planned development projects will have to be cut. If research in this area is restricted it will be harder to make well thought-out decisions as new systems are being set up; however, the data from intelligent, well documented studies, would provide a base for these decisions. One of the major contributions of the Commission could be to ensure more regular funding in the library and information sciences research areas and to make the results visible.

We should take advantage of the knowledge and experience gained in other countries. A thorough review by experts of the planning, organization, staffing, costs, and end results of various science information services in the Scandinavian countries might provide useful data to us in our planning.

All research and pilot project grants must have a provision in them for thorough documentation, and the funding agencies should take it upon themselves to see that it is properly carried out . Documentation does take more time

than most people like to spend on it, hence it is expensive. Yet without this the usefulness of any project is greatly limited.

Cooperative Efforts--General Comments.

Networks seem to be the answer to many current problems. Special librarians have made their information gathering more useful even before formal networks have been set up; informal networks exist today between the various libraries and information systems. But there are many new and more formalized areas which need to be explored. What kinds of networks are needed for different user groups? What size user group and what degree of specialization justifies a network? What is the optimal mix of automatic, on line, batch processed, and traditional service for the specific groups who use these services? What is the cost of cooperation, both formal and informal? These problems need to be studied before proliferation of new networks, cooperative agreements, and new consortia are being set up. The optimal number of switching points, and optimization of switching, though explored theoretically, have not been examined rigorously for libraries and information systems. Management of networks is complex; we have to learn considerably more about human problems of communication in large organizations.

With the tremendous growth in the number of indexes and abstracts, and information services in general, it is obvious that the catalog of any one library represents but a small part of the material available to the user. But how is the user to know of the existence of additional services and how to access them? We need to explore the possibilities of educating the users, especially in the public libraries and universities. Specialized interactive programs, filmstrips and illustrated self-teaching texts should be prepared and tested to determine suitability for the different kinds of users. The tested packages then should be made available to public and private institutions and special libraries.

The maintenance of union catalogs is very expensive,

yet no research has been done to show under what circumstances it is best to maintain union catalogs, or where less costly approaches might provide adequate access to collections.

While we will not be able to actually determine the value of information, of receiving a report, or the loss incurred by not finding an article, yet we should try to come much closer to costing out services. This would give planners and managers a much better base upon which to make decisions.

New Networks.

The National Science Foundation is planning to establish a network for science. While this is a most desirable development, I would like to add a strong plea that technology be included. Even though funds might not be available at the present time to consider a combined network for science and technology, it is of great importance that overall planning be carried out with this as an ultimate goal. While support of information services for medicine, agriculture and education have been considered appropriate for public funding, there has been no such support for technology because it has been considered to belong to the private domain. If we recognize that the government has subsidized projects, built plants, bought equipment for private industry when it has been needed for national defense or other government priorities, such as space exploration, it would not seem out of line to provide some funding for a national plan for information services for technology. This would make our existing data much more accessible, and provide better services to academic as well as private users in addition to those involved in government projects.

It might even be practical to set up library-warehouses similar to the National Lending Library for Science and Technology in England. Through requests channeled through the users' libraries, material from this field is available to everyone. The operation is kept simplified, and is not computerized; it is government subsidized, well known, and heavily utilized. This kind of service, as

part of the network could enrich or improve the local information services. There is no necessity to build up regional libraries of this kind in the United States, since mail service from a single location can be just as satisfactory as from a regional center.

There will be more mission oriented information services in the future. While duplication of work should be avoided as much as possible, redundance of coverage will be necessary, since different clientele will be using the various services. The latest surge of needs for information has been in the area of environmental and urban problems; I expect demands will soon be strong for information services dealing with energy and its uses. Full utilization by all local organizations or interested citizens would certainly allow a larger number of groups and individual minds to confront these problems.

I am not discussing the uses of terminals, and other details dealing with the technology, management and cost of information services in this statement, because I want particularly to stress the necessity to make provisions for sharing basic information resources. If more information is made available to all members of the community both in the public and private sector, this will allow for more equitable use of the material and hopefully reduce the cost of providing services.

As mentioned before, university and public libraries would greatly benefit from such an increased coverage. Special libraries, and particularly those of smaller companies which could benefit even more proportionally, might share data in their field to an extent never before possible. For instance, structural engineers use a computer in a time shared mode, which is housed at the American Society for Metals, for the design of bridges. With the initiative of interested groups similar programs could be set up in other areas of interest.

While informal exchanges are possible, there is no way currently wherein Searle, Northwestern University, Mundelein College, the John Crerar Library, and Chicago State University, for example, could share Chemical Abstract, MEDLARS, or any other tapes on one of their computers. I hasten to add that this is not for technical reasons. In a city the size of Chicago there may even be more Chemical

Abstracts or ISI tapes in the area than are actually needed, yet only a very small segment of the population, including professionals, have access to them. Much exploration is needed to work out how costs and resources could be shared in a fair manner, but this effort might benefit all segments of the population.

Public Libraries as Information Centers.

The public libraries in the cities have expanded into many areas of endeavor. Since programs can be prepared centrally, and data could be entered into computers regionally as well as locally, some services for the citizens could be provided on a national basis. This could open up a means for providing local service dealing with social agencies, legal rights, or eligibility for various categories of aid in service of the underprivileged. While this information would be in the province of other agencies, access could be provided by libraries which are much more available to the smaller groups working on such problems, as well as to the individuals themselves. We need to accept the fact that a good personalized computer reference service is preferable to a poor, ofter disinterested service provided by people.

In the same way, statistics of local importance, such as selected census data, might be made available to local businessmen and agencies through computer terminals at public libraries.

Legal Problems.

It has become common practice in providing information services, to make copies of articles, abstracts, or tables. This is a questionable practice in view of copyright laws. Thus, as we are planning on extending information services, it will be necessary to secure clear new copyright legislation. The Commission could perform a great service by pressing for it. It is absurd to plan future information systems when a most useful service might prove to be illegal!

The Commission could also encourage greater cooperation between private enterprise and government. It might be in the public interest in the long run to allow profit making organizations to retain title to patents developed under government contracts, provided that the government retain royalty free rights--a precedent established by the Department of Defense which might be even more valuable to the public in other areas. The information industry is less competitive, fewer patents would probably be involved, and proper modifications could well be explored to encourage cooperation to take advantage of the expertise of privately run companies.

Setting of Standards.

The format of the computer records for bibliographic descriptions and for abstracts should be standardized in order that they may be easily accessed under different systems. The impetus of the Commission should be utilized in preparing such standards. Certainly a monolithic approach should be avoided, but the multiple agencies preparing computer tapes should be advised and strongly encouraged to adhere to the standard record format. Since it would, in almost every case, be to their advantage to do so in terms of sales or usage, adherence should be good.

Having a uniform vocabulary for accessing the various data bases is an idle wish. But we can take a different approach. Just as the MARC tapes prepared by the Library of Congress are of inestimable value to the nation as a whole, the preparation of programs to act as a Rosetta stone for the indexing lanuages of major importance--also the subject heading lists, thesauri, and the classification tables used for subject retrieval--should certainly be considered. Users, on the whole, are understandably unfamiliar with terminology used by specialties outside their own area. Having an interactive computer aided translation of subject headings would make it possible for each user to utilize much more fully the already available services.

Standardization of "free standing" equipment, such as terminals, microfilm and microfiche readers is of great importance. Regrettably the excellent work done by the Library Technoloby Project of the American Library Association

is being discontinued, with the publication of the Reports remaining. It would be greatly in the national interest to provide funds to continue work with the various manufacturers and to find a way to further standardize. The Lister Hill Center for Biomedical Communication has pioneered in plans to work with the manufacturers in bringing out new and improved equipment at a cost which more and more organizations can afford. It is hard to believe that in our era of high technology an inexpensive portable microfiche reader of high quality has not been developed. It could be of great value in many places, particularly in academic libraries.

Handling of Large Files.

While I have deliberately abstained from discussing technical details in my statement, I do want to mention the importance of file handling studies for efficient computer use. Information services and libraries use voluminous data; most records are of varied length, only a small part of the files is needed at any one time, yet all must be accessible for searches. There is considerable data stored with very limited access, hence information systems are not utilized as fully as possible, because searches are expensive.

As data bases, such as Biological Abstracts, Chemical Abstracts, and others grow through the years, it would be most important for us to have their cumulated indexes organized efficiently in the computer to make it possible for users to do computer searching of the cumulated files inexpensively.

Conclusion.

As I have indicated, the Commission through its stature and positions could perform a number of services no other organization now in existence could possibly do. I am sure that all of us are looking forward to seeing the results of its actions.

I appreciate the opportunity to make this statement to the Commission and to express my deep concern for the need to look into organizational, political and economic patterns in addition to the technical problems of providing information on a national level for all users of public, academic and special libraries.

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TESTIMONY PRESENTED TO THE NATIONAL COMMISSION ON LIBRARIES AND INFORMATION SCIENCE, 27 September 1972 BY FREDERICK G. KILGOUR, DIRECTOR, OHIO COLLEGE LIBRARY CENTER, COLUMBUS, OHIO

Mr. Chairman and Members of the Commission, my name is Frederick G. Kilgour, and I am Director of the Ohio College Library Center (OCLC) in Columbus, Ohio. The Center is a not-for-profit corporation, chartered in the State of Ohio and has 48 members that are colleges and universities in Ohio. I should add, however, that the charter of the Center is undergoing revision to allow non-academic Ohio libraries to become members.

The principal academic objective of the Center is to increase availability of library resources for use in educational, research and cultural programs of Ohio institutions. The principal economic goal of the Center is to lower the rate of rise of per-unit-of-output library costs, while increasing availability of library resources.

The OCLC system complies with national and international standards and has been designed to operate as a node in a national network as well as to provide a regional computerization of Ohio's libraries. The system consists of a

central computer with a large, random access, secondary memory, and 80 cathode ray tube terminals connected to the central computer by a network of telephone circuits; the network is a single node, multiple line, multiple party, synchronous transmission net. The large secondary memory contains a file of four hundred thousand catalog records and indexes in the catalog record file. Access to this central catalog from the remote terminals is achieved in a median response time of 2.5 seconds.

Activities of the Center are research, development, implementation, and operation of the computerized systems designed to achieve the Center's objectives and goals. The Center has designed six major sub-systems of which the first, the on-line shared cataloging system, is in operation. By the end of the present caldender year the Center will activate the first modules of an on-line serials control system, and by April 1973 an on-line technical processing system, both of which will be integrated with the present shared cataloging system. An on-line inter-library loan communications system will start operation in mid 1974. The Center has not yet scheduled the research, development, and implementation of an on-line remote catalog access and circulation control system, and a subject and title access system both for users; the Center will not be able to undertake this work until early 1975. Plans for the more distant future include computerization of the

descriptive cataloging process, and members of the Center's staff intend to venture into the first research investigation on this subject in the near future.

When William J. Baumol and his colleagues published their chapter entitled "The Costs of Library Information Services" in Libraries at Large (New York: Bowker, 1969), they were not optimistic that automation would solve the problem of rising costs of library service; indeed, it is most unlikely that computerization in an individual library could solve this problem. Possibly with the exception of the libraries participating in the Ohio College Library Center, the economic goals of libraries have been to design and operate efficient procedures that eliminate unnecessary costs. However, the forcing up of library salaries by rising living standards in the community as a whole causes an increase in expenditures despite economies of procedure.

Computerized cooperation makes possible establishment of a new economic goal for libraries. Until the advent of computerized cooperation it was impossible for librarianship to set a goal to decelerate the rate of rise of per-unit library costs, and to depress that rate of rise to the rate experienced in the general economy. It is now clear that economies of procedure and scale are not enough, and that it is necessary to invoke computer technology to increase continuously the productivity of library

staff members and thereby decelerate the rate of rise of per-unit costs. For the entire library population, it now appears that the only way that computer technology can be invoked is by computerized cooperation.

Similarily, the Ohio College Library Center can establish a new objective of making up-to-date union catalog information available to persons throughout the region - heretofore an unattainable objective for individual libraries and therefore an undefined objective. At the present time the OCLC system enters one-quarter of the institutional holdings information into the central data base at the time cataloging is performed, and the other three-quarters on the evening of the day cataloging is done. Sometime in the future OCLC will modify the system so that all institutional holdings information will be entered into the data base to be available for users within seconds after cataloging has been completed.

The cataloging objectives of the on-line shared cataloging system are to supply a cataloger with cataloging information when and where the cataloger needs the information, and to reduce the per-unit cost of cataloging. Catalog products of the system now operating are the on-line union catalog and catalog cards in final form, alphabetized for filing in specific member library catalogs. The four hundred thousand records in the on-line catalog consist of MARC II records from the Library of Congress and records

input by participating libraries. Last Spring the daily average for records entering the system ~~were~~ was 400 MARC II records and 800 OCLC MARC records.

A cataloger at a terminal does cataloging either by using existing catalog information already in the system, or by inputting new cataloging information. During the period January through June 1972, the cataloging of titles was at the rate of just over a half million titles a year, of which 68% were done using cataloging information already in the system. In cataloging, libraries achieve economy of scale by increasing the number of copies of a title cataloged rather than the number of titles cataloged, and it is the use of existing cataloging information in the OCLC system that achieves an economy of scale. At least one library on the system averages 20 titles cataloged per terminal per hour.

Three days after cataloging, the Center ships by United Parcel Service catalog cards ready to be filed in specific catalogs. These catalog cards are printed according to specifications supplied once by the participating library. As already stated, the Center does not supply cards in classic "sets", but if it did, there are so many options in the system that it could produce over six thousand different sets for a single title. The annual rate of catalog card production during January through June 1972 was over 3,400,000.

Somewhat more than a year ago, the Center estimated that member libraries would be able to average six titles per hour cataloged on each terminal and that an average of 1460 titles or more per day would be cataloged using existing cataloging information by the end of the second year of operation. At these rates it would be possible for libraries to achieve a significant net savings, providing, of course, that the member libraries used the system efficiently. During the first six months of 1972, members used existing cataloging information at 82.6% of the rate in the original estimate; presumably, after another year has passed and the on-line catalog has grown, the use of existing cataloging information will attain the originally estimated rate. Moreover, with one library achieving 20 titles cataloged per hour per terminal, it is clear that the original estimate of six per hour was low. Hence, it appears that if the system is not now cost beneficial it soon will be, and that the attainment of the economic goal by increasing productivity of staff members is in sight.

To develop and implement the present system the Center had to undertake research projects on derived truncated search keys and file organization to construct a system from which it would be possible to obtain a single record swiftly. By using a six-character derived search key, a terminal operator obtains a desired cataloging record in one-third of the searches; for the rest of the searches

the operator initiates a second request. The Center's staff has published a half dozen papers reporting the findings of this research, but system developers need much, much more research to extend accesses and to improve the present design.

Although the OCLC index system works, it would be ridiculous to assume that it is the only design that could work efficiently. Certainly, others will produce better designs in the future, but they cannot do so without extensive research preceding development.

There are a host of additions that should be made to the system in the years ahead such as automatic ordering of a title on the basis of demand by users, automatic establishment of period of circulation for an individual book on basis of demand by users, and so on seemingly ad infinitum. But none of these attractive additions can be made without there having been research projects to produce information required for successful development and implementation. Another example of the need for extensive research is the anticipated development of computerized descriptive cataloging referred to above. In short, there is a tremendous need for research to make possible innovative, comprehensive, computerized regional libraries.

Investigators must also do extensive research before developers can design a national network consisting of regional nodes serving all types of libraries. It is imperative that there be a national library network if

economic and substantative objectives described above are to be available to all libraries of whatever type throughout the nation. It seems to me that the only real hope of eliminating a succession of library crises of financial inadequacy and ineffective service will be a computerized national network.

In general, it can be said that discussion of networks takes place at four levels: 1) pipe dreams; 2) abstraction (stars, spiders, and the like); 3) the logical design level; 4) circuitry. There is in print a variety of discussion at the first two levels, but it will be those working at the third and fourth levels that will produce effective results, and to the best of my knowledge no one is working on a national library network at these levels. Moreover, before any development can be undertaken, much new information must be available.

I ask the Commission, therefore, to do whatever it can to increase the number of research workers available to produce information required for development of computerized regional and national networks. For the long range, a cadre of research faculty pursuing productive investigative programs should be built up in the nation's university library schools, and in the short range there should be research investigators to work in development centers such as the Ohio College Library Center to produce information needed now for immediate development.

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September 1, 1972

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Dear Dr. Burkhardt:

This information is in response to your letter concerning statements on local and national needs by those who use and those who provide library and information services. You asked for my view of the role of the privately supported laboratory in fulfilling the national needs for scientific and technical information. My answer is based upon my experiences in a not-for-profit corporation whose broad objectives are the advancement and utilization of science for the benefit of mankind through the processes of technical innovation, and the better education of man.

One role of such organizations toward fulfilling the national needs for scientific and technical information is to perform research for the purposes of obtaining scientific information to be published in a treatise, thesis, trade publication, or any other form that is available to the interested public. This suggests to me that the Commission should include such products of research institutes like Battelle among its programs considerations related to the production of scientific information in a form more useful to disseminators and users of scientific and technical information. For example, information analysis centers which are often located in privately supported laboratories, produce among other products, state-of-the-art reports, reviews, and research memoranda. The reports are intended essentially for peer usage. Perhaps the Commission could derive mechanisms to provide for the repackaging of much of this information for broader dissemination.

Some privately supported laboratories have excellent libraries in their specific areas of endeavor and also because of their location have already developed excellent community ties. Where it is consistent with the purpose of these laboratories, the Commission might consider enhancing these libraries to serve the needs of the communities in which they are located.

Further, the enhancing of the libraries might be extended to form a series of national libraries, each functioning in its area of greatest strength. These libraries each would then serve national needs in its subject area and have the advantage of being associated closely to scientific and technical persons active in the field.

Within the context of the evolution of the libraries of privately supported laboratories to respond to national needs for information, the participation in a national network of libraries and possibly of information analysis centers could be developed. Since the nation does not have a national scientific and technical library (except medicine and agriculture), it might be economically advisable to designate certain libraries as regional resource centers and to contract with them to provide a decentralized national S&T library for the nation and to network them together electronically.

I would like to take this opportunity to offer some of our findings in research on libraries and library needs.

Identified local and national needs. Our work has identified certain problems and needs of libraries and information centers:

A. Education of librarians and information scientists

Unfortunately many libraries and library schools are caught in the time lag and are years behind current needs. The needs of society have changed with the changing technology, with improved transportation and communication, with migration of people, and with the problems of illiteracy and poverty which become more critical as society increases its educational level.

Libraries and library schools are not addressing these problems. There have been a few experimental programs but no overhaul of the system. Librarians in the public and academic sector should be social scientists and educators rather than selectors, catalogers, and keepers of books. The emphasis of their jobs should be on the identification of the needs of their users and potential users in the community and meeting those needs with library services.

The large urban libraries particularly should be information centers in the broad sense. This requires information scientists on their staffs who can identify, collect and make available reports, studies, data (such as the census) in a quick response mode to business, government, planners, etc.

Library and information science schools should train some managers, planners and evaluators by adding such courses (through other departments of their universities) to their curricula.

B. Need for cooperative planning and networks among different types of libraries within the community, state or region.

Carefully designed networks can provide for:

- cooperative acquisitions of materials
- sharing of qualified personnel
- efficient processing and accountability of materials and transactions
- time savings to the user
- quicker delivery of materials to the user
- wider availability of materials to users.

C. Need for public and academic libraries to join other social agencies in an attack on illiteracy, poverty, and in providing services to the institutionalized and the handicapped.

The library should not live in isolation as a separate institution. It cannot do the job alone and therefore should recognize what its role is and cooperate with others working on other aspects of the problems of the community. The library is essentially an educational and informational institution in the 1970's. An example of on-going cooperation of this kind is the program of the Appalachian Regional Commission in Adult Basic Education. The library and the adult basic education relationship is being studied.

D. Need for strengthening state library agencies

The state library agencies are the funding mechanisms for federal and state funds for library services. They are in most instances big businesses. They require management techniques and tools (computers) commensurate with the jobs they are required to do.

Further, the state agencies are called upon to provide special services, information and know-how in the areas of poverty, illiteracy, service to institutionalized, shut-ins, handicapped, etc. Their staffs will have to be augmented to do these things. Also the state agencies are becoming the planners, the researchers, and co-ordinators of all library services within the states. These jobs require specialized staff.

I hope these comments and observations will contribute toward your objectives. I will be glad to pursue them further any time you may wish to do so.

Sincerely,

John W. Murdock/DML

John W. Murdock
Manager
Information Systems

JWM:aw